

Important Information for Property Owners and Tenants



Chelsea City Hall - 500 Broadway,
Chelsea, MA 02150
Phone: (617)-466-4000

Hours: Monday/Wednesday/Thursday: 8 AM-4 PM
Tuesday: 8 AM-7 PM and Friday 8 AM-12 noon

Welcome Message



Dear Chelsea resident,

Welcome to Chelsea!

This brochure is the result of a collaborative project among the City Departments. It is based on the questions we are frequently asked and has been developed to assist landlords and tenants in complying with the laws, codes and rules that govern activity in the City of Chelsea.

Our goal is to avoid misunderstandings between residents and City Hall Departments, which can sometimes lead to monetary fines and other penalties. Most importantly, we want to create for all of our residents a safe and healthy environment.

If you have any questions or concerns, please reach out to us. You can also use the app "See Click Fix". The app connects to us directly and gives us a chance to fix the problems you may encounter with promptness and efficiency.

I am happy that you are a member of this lively community. It is with great pride here at City Hall that we serve such a diverse and dynamic population.

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Warm regards,

Tom Ambrosino
617-466-4100
TAmbrosino@chelseama.gov

Your City Hall

The City of Chelsea is governed by the City Manager and the City Council with the assistance of various departments, agencies and commissions.

The City Manager-Tom Ambrosino

The City Manager is responsible for the day to day operations of the City and serves as a resource to residents, making sure they receive quality services and helping them to solve problems. He is also responsible for creating an overall vision for the City.



- ❓ If you need to reach out to Tom Ambrosino, send him an email at TAmbrosino@chelseama.gov or contact his assistant, Nancy Pantano at 617-466 -4100.



Elected Officials - The City Council

The City Council is the legislative body of the City, elected directly by the residents. Through the filing of legislation, the enactment of orders, ordinances, and resolutions, the Council actively represents the diverse interests of the residents while ensuring the efficient and cost-effective delivery of services.

Leo Robinson, Councilor At-Large
Roy Avellaneda, Councilor At-Large
Damali Vidot, Councilor At-Large, Vice-President
Paul R. Murphy, District 1 Councilor
Luis Tejada, District 2 Councilor
Matthew R. Frank, District 3 Councilor
Enio Lopez, District 4 Councilor
Judith Garcia, District 5 Councilor
Giovanni A. Recupero, District 6 Councilor
Yamir Rodriguez, District 7 Councilor
Dan Cortell, District 8 Councilor, President

? If you have any questions regarding the Charter and Ordinances, or are interested in reaching out to your City Councilor, we recommend looking online at www.chelseama.gov or calling Ledia Koco, Council's Executive Assistant, at 617-466-4060.

The Boards and Commissions

 Some of the business of the City is conducted by volunteer Boards and Commissions. If you are interested in volunteering for one of these entities, please fill out an online application form at <http://www.chelseama.gov/home/webforms/chelsea-volunteer-application>, or mail or drop off a letter of interest and resume to the City Manager's office at City Hall. Openings occur occasionally.



Affordable Housing Trust Fund Board- 617 466-4100
Board of Assessors - 617 466-4010
Board of Health - 617 466-4090 or 617 466-5953
Board of Library Trustees 617 466-4350
Board of Registrars 617 466-4050
Community School Advisory Board 617 466-4070
Conservation Commission 617 466-4180
Council on Elder Affairs 617 466-4370
Cultural Council 617 466-4090
Economic Development Board 617 466-4180
Housing Authority Board of Commissioners - 617 409-5312
Licensing Commission - 617 466-4050
Planning Board - 617 466-4188
Traffic and Parking Commission - 617 466-4054
Zoning Board of Appeal - 617 466-4180

The City Departments

 If you have any questions about a specific City agency, you should contact it directly. We recommend first looking online at the department's webpage, where a lot of information is available at www.chelseama.gov.

Assessor (617) 466-4010
Chelsea Community Schools (617) 466-4070
Chelsea Retirement System (617) 466-4230
City Auditor (617) 466-4030
City Clerk (617) 466-4050
Elder Services (617) 466-4370
Finance (617) 466-4035
Fire Department (617) 466-4600
Health & Human Services (617) 466-4080
Inspectional Services (**ISD**) (617) 466-4130
Law Department (617) 466-4150
Licensing (617) 466-4160
Parks & Playgrounds (617) 466-4200
Planning & Development (617) 466-4180
Police Department (617) 466-4855
Public Library (617) 466-4350
Public Safety (617) 466-4662
Public Schools (617) 466-4477
Department of Public Works (**DPW**) (617) 466-4200
Chelsea Fire Alarm: (617) 466-4662
Graffiti Hotline: (617) 466-4212
Rubbish, Recycling, & Yard Waste (617) 466-4200
Treasurer / Collector (617) 466-4240
Veteran's Services (617) 466-4250
Water & Sewer Services (617) 466-4240

 Please report any problems on private properties to ISD and on City property, streets or sidewalks to DPW.

First steps

Welcome to Chelsea ! Here is a list of the steps you should take to be in compliance with the different rules and codes structuring the life of residents in Chelsea.

Your new mailing address: visit the Assessor's office and the Customer Service & Collections service in City Hall, room 213 (Treasury), to ensure that the City has your correct mailing address. Make sure to always keep us posted about any change in your mailing address to avoid complications.

See if you qualify for tax exemptions or abatements: Some residents qualify for special tax exemptions or abatements based upon their age or income or circumstances. You should visit the Assessors Office to determine if you qualify. More information is available on Page 13 of this brochure.

Sign up for Notifications : The City notifies residents of emergencies and other important community news. If you want to sign up, go to the www.chelseama.gov and click the "Notify Me" and the "Sign Up for Chelsea Emergency Alerts" buttons on the home page.

Your vehicle: It is mandatory for any resident parking a vehicle over night on the City of Chelsea's public ways to obtain a resident sticker (free), placard or pass . Visit the Parking Clerk's office, room 209, to obtain the application for resident/parking program for you and your visitors. Stickers are only required on public streets, not if you park your car in your private driveway.

Trash collection: We recommend purchasing a barrel and orange City Bags in a retail store. Trash must be put out for collection weekly in either an orange City bag or a barrel. Inside your barrel, trash can be in any type of bag. But, trash bags cannot be stored on top of barrels.



Recycling: Recyclables must be in a recycling bin or a barrel affixed with a green “*recycling*” sticker. Both the sticker and the bin are available at the Department of Public Work in City Hall, room 310.

Get a number for your front door: Make sure the number of your residential address is visible on your property. Typically it is placed near the front door.

Get informed on the terms of the landlord/tenant relationship: In order to understand the laws governing the landlord/tenant relationship, you should read the pamphlets available on the Website of the Commonwealth’s Office of Consumer Affairs & Business Regulation (OCABR) <http://www.mass.gov/ocabr/consumer-rights-and-resources/housing/tenant-and-landlord/>

Tenants who want to file a Housing complaint should call the Inspectional Services Department at 617-466-4130.

Keep us posted about vacant property: When a property is vacant or foreclosed, owners need to call Inspectional Services Department at 617-466-4130. They also need to designate and retain a local individual or local property management company, who will be responsible for the security and maintenance of the property.

Maintaining your property

OUTSIDE YOUR PROPERTY

Neglected property: It is a violation to allow a property in Chelsea to become neglected with over-grown vegetation, abandoned vehicles, trash, graffiti or disrepair of the exterior.

No Repair of Vehicles: No car or motorcycle repairs are permitted to occur on your property, unless you have a license to do so. Abandoned and unregistered vehicles are not allowed either.

Snow and Ice: The owner of any property in Chelsea must remove all snow and ice from the sidewalk abutting his or her property within 24 hours of its accumulation to avoid a fine. When shoveling, snow and ice must not be placed in the street.

 The Inspectional Services Department does regular random inspections everywhere in the city. The inspectors may find neglected property to be a nuisance, order the owner to make immediate repairs, and/or issue fines.

 If you have issues with a neglected property in your neighborhood, contact the Inspectional Services Department at 617-466-4131 or report it on the SeeClickFix Smart App to help the Chelsea City Hall address it quickly.



INSIDE YOUR PROPERTY

Certificate of Habitability: The City of Chelsea requires landlords to contact the City to request an inspection of all rental units to obtain a Certificate of Habitability (CoH) whenever a new tenant leases a unit. The City also requires that all rental units be inspected at least once every five years, even if the tenant has not changed. The inspection fee is \$50.00 per unit. If you receive a letter from our Inspectional Services Department (ISD) requiring you to schedule a CoH Inspection, please respond to it ASAP.

 Failure to comply with inspectional codes may result in fines of up to \$300 per day.

 If you have any questions or require additional information, contact ISD services at 617 466-4131. You may also want to visit the City of Chelsea's website at: www.chelseama.gov/inspectional-services/pages/housing-code-ordinance to review and/or download related documentation (Ordinance, FAQ, Tenant Notification Forms).

Locking devices on bedroom doors: It is illegal to install key-locks on bedroom doors. This could promote a hazard in case of fire, for tenants to reach exit doors, emergency escape windows, or for the Fire Department to make entry. Be also aware that a homeowner operating an illegal rooming house may be prosecuted.

Fire Prevention : Please keep in mind that beeping or removed smoke detectors can lead to a loss of life! Make sure your smoke detectors and carbon monoxide detectors have working batteries. Hallways and stairways should also be free of obstructions to the outside exit.

CONSTRUCTION

If you intend to perform construction work in your building, here are a few things to keep in mind.

Illegal apartments: If you are creating a new apartment in your building, you are required to obtain a permit from the Inspectional Services Department (ISD) before you begin construction. To obtain it, go to the ISD office in City Hall, room 203, and complete the "Application of Building/ Occupancy permit". You will need to provide plans of the proposed work.



Work done without a permit is illegal. If you do not seek a permit prior to building, you will be required to remove the new, illegal apartment and may be liable to pay for your tenants' relocation.

Floor finishing regulation: If you intend to do construction in your unit, that involves floor finishing and flammable liquids, and your building contains more than 3 units, be advised that a permit is required by the Fire department prior to engaging in the work. If your building is 3 units or less, a permit is not required, but you still must send a written notification to the Fire department at least 48 hours in advance of commencing work.

? If you have any question about Fire code policies, please call 617 466-46 00 or come to Chelsea Fire Department Headquarters at 307 Chestnut Street.



Taxes and bills



All tickets, fines, tax bills and other City assessments and fees must be paid either at the Customer Service & Collections service in City Hall, room 213 (Treasury), by mail, or on the City's website www.chelseama.gov. Questions may be directed at 617-466-4240.

Tax and Rate Relief:

The City provides some tax and rate relief to certain residents.

The Senior tax work-off programs provides qualified seniors, who work up to 100 hours for the city, an abatement of up to \$1000.00 against their real estate taxes.

❓ For more information, please contact Pamela Johnson at 617-466-4172 or jobs@chelseama.gov,

The Residential exemption and the Trash fee exemption: A taxpayer who owns and occupies a property as their principal residence may be eligible for these two exemptions.

❓ For the complete list of the Residential Exemption requirements, please go online <http://chelseama.gov/assessor/faq/when-and-how-do-i-qualify-residential-exemption>, or contact the Assessor's office at 617-466-4010.

❓ To benefit from the Trash fee exemption of your monthly water bill, please contact the Central Billing & Research office at 617-466-4240 or visit Room 217 in City Hall.

The Statutory exemptions: Massachusetts state law establishes programs which provide property tax relief or exemptions to qualifying persons. These typically apply to people who are at least 65, disabled veterans, and/or blind.

❓ If you think you might qualify, please contact the Assessor's office at 617-466-4010

The Senior Water discount Program: Residents age 65 or older, who own and occupy their home are eligible to receive a 10% discount on their monthly water and sewer bills.

❓ If you think you might qualify, please contact the Customer Service & Collections line at 617-466-4240.

Parking

Parking policy: Signs are posted in your neighborhood explaining any parking prohibitions. Please note that you need a valid City parking sticker to park in certain areas of the City and to park overnight anywhere in the City.

 If you have additional questions, please check our FAQ on line http://www.chelseama.gov/sites/chelseama/files/uploads/residential_parking_plan_faqs_-_2.pdf or call 617-466-4054

 Parking tickets may be appealed within 21 days to the Parking Clerk's Office in City Hall, Room 209. Please note that penalties for failure to pay fines escalate quickly and unpaid fines will cause the RMV to withhold license and registration renewals.

Street sweeping occurs weekly from March 1 to December 31. Each City street has a sign indicating when each side of the street will be cleaned. Failure to move a vehicle for street sweeping will result in a fine and/or towing of the vehicle. Once the street sweeper has completed your block, parking is then permitted.

Snow emergencies: Parking may be prohibited on both sides of main thoroughfares during snow emergencies. These occasions are announced via regional media, Chelsea public cable, the City website, emails and often by reverse 911 calls. Additionally, look for the flashing blue lights on poles at major intersections indicating that a snow emergency is in effect. A vehicle owner will be fined and towed if he/she fails to remove a vehicle in a snow emergency. Any "parking space savers" used to save a street space that you have shoved out must be removed within 48 hours of the end of the storm to avoid snow related fines and/or confiscation of the property.

Quality of life

Noise: It is a violation of the City's Ordinances to cause unreasonable noise. Violations should be reported to the Police. It is illegal to operate or cause loud amplification in the City without a permit, which can be obtained at the City Clerk's Office.

Pets: All dogs over the age of 6 months must be licensed. The cost of the license is between \$15 and \$20, depending on gender and spaying. Licenses are obtained through the City Clerk's Office in City Hall, room 209. Please bring your dog's rabies certificate. Licenses must be renewed each year. The cost of the fine for an unlicensed dog is \$50.



There are no dog parks in Chelsea, but Mary O'Malley Park, Creekside Commons, the Box District Park, Polonia Park, and Malone Park are dog friendly parks. You are responsible for cleaning up after your dog. All dogs must be on a leash when outside of the owner's property, including when the dogs are in a park. Excessive barking violates the City's noise ordinance.



If you want to report a case of attack by a domestic pet, or of abused or neglected animals, please contact Joao Teixeira, Animal Control Officer at 617-874-0413 or JTeixera@chelseama.gov

Graffiti: Defacing buildings and structures in the city is illegal. Property owners are ultimately responsible for removing graffiti, but the City is here to help. There are three ways to report graffiti:

- 1- call the Graffiti Hotline at 617-466-4212
- 2- take a photo of the graffiti and forward it to the police via the MyPD SmartPhone app
- 3- report it to the City Departments via SeeClickFix on the City's webpage www.chelseama.gov, or the SeeClickFix SmartPhone app.

Safety

First and foremost, *call 911 in an emergency.*

When walking, driving or parking in Chelsea, take the same precautions you would in any city. Be aware of your surroundings and keep your belongings secure. Discourage car break-ins by not leaving any items visible within your car.

Report crime : A City View camera system operates throughout Chelsea, 24-hours per day. The Police also utilize video provided from many private properties. However, these tools can't replace what you and your neighbors observe. Don't hesitate informing the Police of non-emergency activities you see. You can do it by coming to the Police Station, 19 Park Street in Chelsea, by calling us at 617-466-4855, or via the Anonymous Tip Form on the Chelsea Police Department www.chelseapolice.com.

You can also download the Smart app MyPD Smartphone or use the Crime Stoppers Tip Line on www.crimestoppersusa.com.



👉 Never hesitate to reach out to the Community Engagement Specialist, Dan Cortez, to learn how you can be involved in the following: participating in neighborhood watch groups or providing help for individuals with substance use disorders and who may be highly at-risk. You can contact him at: 617-466-4807 or DCortez@chelseama.gov.

Public Health

Rodents: After mild winters, rats and mice multiply faster and can cause public health issues. This is the reason why the trash code enforcement is strict. We want to protect your children and families.



Please help us keep your family safe from rodents by following these simple precautions:

- keep property clean
- keep property free from trash and food items
- repair damaged doors or spaces where rodents can enter
- make sure all holes around pipes, heating ducts and under cabinets in your home are sealed
- do not feed birds on public property



If you see a rodent in your home, if you have found droppings and if you hear them fight or squeak at night, chances are high that this is a case of rodent infestation. To get assistance from the City, please contact ISD at 617-466-4130. You should also call if you have roaches or bedbugs.

Lead paint removal: Lead is known to impair children's development. This is why that whenever a child under six lives or will be living in the rental property, the landlord is obligated to de-lead or bring the lead hazards under interim control. For rental property built before 1978, the landlord and tenant must sign and keep a copy of the Tenant Lead Law Notification and Tenant Certification disclosing if lead-based paint is present in the rental unit. A landlord must also disclose documents related to any lead inspection or risk assessment done on the unit, and a Letter of Interim Control or Letter of Compliance issued by the local board of Health.



For more information about the laws on lead or the State Sanitary Code generally, you can call the Commonwealth's Citizen Information Service hotline at 617-727-7030. For lead paint removal requirements, look on line at <http://www.sec.state.ma.us/CIS/cissfsn/sfsnidx.htm>

Trash and Recycling

The City issues citations for littering, improperly secured trash containers, trash improperly placed for pick-up, and white goods lacking required pick-up stickers.

 Any owner found to be in violation of trash regulations shall be subjected to a fine of \$50 , \$150 for second offense and \$300 for any third or subsequent offense. After several violations, an owner may be subject to court action.

 If you want to learn more about the Trash regulation, go online at http://www.chelseama.gov/sites/chelseama/files/uploads/city_of_chelsea_solid_waste_regulations_2011.pdf, or call the Department of Public Works at 617-466-4200

Hours: Trash may be put out for collection after 5 pm the night before scheduled pick up but not later than 7 am on the day of scheduled pick up. Trash rules may be different for multi-family structures of more than 8 units and commercial establishments. Please have a look at the trash collection schedule on line at <http://www.chelseama.gov/sites/chelseama/files/uploads/trashroutedays.pdf>.



Recycling: Please recycle. You will find a recycling chart at the end of this booklet. Pin it next to your recycling bin and teach your children how to recycle to protect our planet and their health

White goods and CTRs: Refrigerators, washers & dryers, etc. are called “white goods”. TV sets and computer monitors are called “CTRs”. They require the purchase of a sticker for special pick-up. The cost of the sticker is \$25 per White Good, \$45 per CTR. It can be purchased at the Customer Service & Collections service in City Hall (Treasury), room 213.

YARD WASTE ONLY

Yard waste: vegetal waste cannot be placed in your weekly trash. Chelsea encourages you to **compost** vegetable peels, grass clippings, leaves, etc. If that is not an option, yard waste may be placed in paper yard waste bags for special collections 12 times per year. If you can't wait for a pick-up week, you can drop off your yard waste at Chelsea DPW Yard at 380 Beacham Street * Yard waste in paper bags only * Mon-Fri 8am-2pm Sat 8am-12pm.

? If you want to learn more about composting, go on line at <http://www.chelseama.gov/rubbish-recycling-yard-waste/pages/compost-your-yard-waste>





Recycling Chart



	MIXED PAPER	No Paper towels, facial tissues, napkins, cigarette packs, books, candy wrappers, plastic coated paper, wrapping tissues paper, foil wrapping paper.
	THIN CARDBOARD, CORRUGATED CARDBOARD AND NEWSPAPERS	No dirty, greasy or plastic coated.
	TIN ALUMINUM	No scrap metal, paint cans, wire clothes hangers, hypodermic needles.
	GLASS BOTTLES AND JARS	No broken glass, cups, dishes, glass windows, plates, Pyrex, ceramics, mirrors, light bulbs, crystal.
	PLASTIC BOTTLES, JUGS AND CONTAINERS	No shopping bags, plastic food wraps, potato chip and sandwich bags, Styrofoam and automotive fluid bottles: oil, antifreeze, brake fluid.
	MILK CARTONS, DRINK BOXES	No Ice cream boxes or any kind of greasy items.