

Rights and Responsibilities of Landlords and Tenants in Connecticut



State of Connecticut Judicial Branch
Superior Court



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LEASES

A lease is a document that records the contract between the landlord (person who owns the property) and the tenant (person who rents the property).

Written Leases

Most written leases contain the following items:

- a description of the property the tenant is renting;
- the length of time the tenant will be allowed to live in the unit;
- the landlord's name and the tenant's name;
- the amount of rent, the date the rent is due and any late charges for late payments of rent;
- the landlord's rules and regulations;
- the tenant's rights and responsibilities;
- responsibilities for keeping the unit in good condition;
- who will pay for utility services (electric, fuel, cable, and others), whether or not payment of utilities is included in the rent charge; and
- the amount of the security deposit, if any.

A written lease may also contain one or more of the following items:

- sublease arrangements (terms under which the tenant may rent the apartment to someone else);
- laundry and recreational facilities (whether any are included); and
- which appliances (stove, refrigerator, and others), if any, are provided by the landlord.

If there is no written lease, the landlord and tenant may agree upon terms orally.

Oral Leases

An oral agreement is made between the landlord and tenant after they discuss rental items. It is usually a month to month agreement – that is, the rent is paid on a monthly basis and the lease continues without a final date until the landlord or the tenant ends it. An oral lease, like a written lease, must be followed by both parties; however, an oral lease is more difficult to enforce in court and its terms are more difficult to prove because it comes down to one person's word against another's.

RESPONSIBILITIES OF THE TENANT

The tenant must:

- **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.
- **keep the apartment and the surrounding areas clean and in good condition.** (For example, garbage should not be piled up or left around, but should be disposed of promptly.)
- **keep noise to a level that will not disturb your neighbors.**
- **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.
- **let the landlord know immediately if the apartment needs repairs that were not the tenant's fault.**
- **give the landlord permission to enter the apartment at reasonable agreed on times to inspect the place or to make any necessary repairs.**
- **let the landlord know if the tenant will not be in the apartment for long periods of time so the landlord can keep an eye on things.**
- **when the tenant is moving out, give the landlord proper advance notice.** Be sure that the apartment is in the same condition as when the tenant moved in and return the key to the landlord.

RESPONSIBILITIES OF THE LANDLORD

The landlord must:

- provide a **clean apartment** when the tenant moves in;
- **clean common areas** (hallways, stairs, yards, entryways);
- **keep hallways and entryways lighted well;** and
- **keep plumbing and heating systems working** (both hot and cold running water).

In addition, the following may be required by state and local housing, health, fire, and environmental codes and regulations:

- correctly repaired and safe stairways, porches, floors, ceilings, and walls;
- good locks on the doors of the apartment;
- safe fire exits from the building;

- two electrical outlets in each room;
- viewing devices on doors that open onto a hallway (in some communities);
- extermination service if the apartment is infested with pests or rodents;
- a working smoke detector;
- appropriate receptacles for the removal of waste items, including providing for the separation of recyclable items from other solid waste;
- compliance with regulations regarding weatherization standards and procedures (for properties participating in the rental assistance program); and
- a non-electronic option for tenants to pay rent (for rental agreements or leases executed on or after October 1, 2013).

Landlords should check with the appropriate state and local agencies to see what applies to their properties.

CHECKING THE APARTMENT

It is very important for the tenant to check any apartment that he or she may rent for unsafe and unhealthy living conditions, so that these conditions can be fixed before signing the lease. Some conditions to check for include the following:

- kitchen appliances that don't work correctly;
- plumbing problems (leaking faucets, broken toilets and bathtubs);
- not enough heat or hot water;
- doors without locks;
- building problems (leaking roof, broken windows, peeling paint, falling plaster);
- broken or unsafe steps;
- hallways that are not lighted well;
- pest problems (rats, roaches or rodents);
- overcrowding (many tenants located in the same location);
- hazardous (dangerous) electrical wiring or equipment;
- bad odors (the smell of garbage); and
- other conditions in the apartment that appear unsafe or unhealthy.

Also, both the landlord and the tenant should inspect the apartment together and should agree on the conditions when the tenant moves in. A sample checklist is on the following pages. The checklist should be completed by both the landlord and the tenant and will be helpful if there is a security deposit disagreement when the tenant moves out.

APARTMENT CHECKLIST

Date:

Location of Premises:

EXTERIOR (Outside)

Walls	_____
Paint	_____
Porches	_____
Stairs	_____
Windows	_____
Doors	_____

INTERIOR (Inside)

Floors	_____
Walls	_____
Carpeting	_____
Ceilings	_____
Windows	_____
Doors	_____
Tile	_____
Stairs	_____
Kitchen cabinets	_____

Plumbing

Bath fixtures	_____
Kitchen sink	_____
Laundry facilities	_____
Hot water	_____

Heating

Radiators or registers _____

Electric

Wiring _____

Outlets _____

Lighting _____

Appliances (if provided)

Stove _____

Refrigerator _____

Others _____

LIVABILITY

Natural light/ventilation _____

Closets & storage _____

Adequate space _____

Yard _____

Public halls & stairs _____

Pest or rodent problems _____

Parking _____

Security _____

Smoke detectors _____

Condition

Landlord’s Signature

Tenant’s Signature

DISCRIMINATION

Discrimination (not treating all people the same) because of race, creed, color, national origin, ancestry, sex, gender identity or expression, marital status, age, lawful source of income, familial status, status as a veteran, status as a victim of domestic violence, learning disability, physical or mental disability, or sexual orientation is illegal. Any person who feels that he or she has been discriminated against may file a complaint with the Commission on Human Rights and Opportunities (CHRO) immediately after the incident occurs. While it is not necessary to hire a lawyer to file a complaint, it may be helpful to discuss the situation with a lawyer.

CHRO Offices

Commission's Central Office

450 Columbus Boulevard
Hartford, CT 06103-1835
TDD (860) 541-3459
Connecticut Toll Free 1 (800) 477-5737

Capitol Region Office

450 Columbus Boulevard
Hartford, CT 06103
(860) 566-7710

Southwest Region Office

350 Fairfield Avenue, 6th Floor
Bridgeport, CT 06604
(203) 579-6246

West Central Region Office

Rowland State Government Center
55 West Main Street, Suite 210
Waterbury, CT 06702-2004
(203) 805-6530

Eastern Region Office

100 Broadway
Norwich, CT 06360
(860) 886-5703

Discrimination against families with children is also illegal except in certain situations. Landlords are allowed to discriminate against families with children when renting the following:

- buildings with four units or less if the landlord lives in one of the apartments, and
- some federal and state housing projects.

Contact the Commission on Human Rights and Opportunities for further information on discrimination.

SECURITY DEPOSITS

Most landlords require new tenants to give a security deposit when the new tenant moves in. The security deposit is a payment that is held by the landlord and that is used to protect the landlord from damages to the apartment that may be caused by the tenant during the lease period and that may be used by the landlord for unpaid rent. A security deposit is not applied to the rent bill but is completely **separate**.

By law, the security deposit may not be any more than two months' rent; however, if the tenant is 62 years old or older, it may not be more than one month's rent. The deposit is held by the landlord in an account (escrow account) for the benefit of the tenant; the landlord merely has a security interest in (rights to the deposit if damage is caused or the rent is unpaid) the funds.

The law requires the landlord to put the full amount of the security deposit in an escrow account where it will earn annual interest at a rate set by the Banking Commissioner. The tenant gets credit for the interest for all months in which the rent is paid on time (within the grace period that is set up in the lease). Except in certain situations, the tenant will not receive interest for any months in which the rent was paid after the grace period. A landlord who does not pay the interest due on the security deposit may be sued by the tenant for the amount or may be subject to a fine. Landlords are encouraged to review the security deposit statutes regularly to ensure compliance.

Moving Out

The landlord must return the security deposit to the tenant within thirty (30) days after the tenant moves out, if the tenant has not caused damage to the premises. The landlord must return the full security deposit, plus interest. If the tenant has damaged the premises, the landlord must return only the amount of the security deposit that is left, if any, after the landlord uses it to fix the damage and must provide an itemized list of what was charged for the damages.

The tenant must give the landlord **written** notice of his or her new address so that the landlord knows where to send the money. A landlord who does not respond within thirty days may be liable for **double** the amount of the security deposit.

The tenant may also wish to do the following to make sure the security deposit is returned:

- read the lease and follow all of its provisions, especially those that deal with notice to the landlord of the move.
- inspect the apartment with the landlord using a checklist. Compare it to the checklist completed before the tenant moved into the apartment.
- take photographs of the apartment and have a person other than the landlord or tenant inspect the apartment.
- clean the apartment.
- repair all damage to the apartment caused by the tenant, the tenant's family members or the tenant's guests.
- keep a file with copies of all letters to and from the landlord—the lease agreement, rent checks and/or receipts, written notices to or from the landlord, inspection checklists, and any other important items.
- make all rental payments on time.

Damages

The following are considered damages for which the landlord may keep some or all of the security deposit:

- property damage other than normal wear and tear;
- major and more than ordinary cleaning costs required because the apartment was left in an unsanitary condition; and
- unpaid rent.

The security deposit may **not** be used as a penalty payment because the landlord feels that the tenant has somehow violated a term of the lease.

A landlord or tenant who has questions about security deposits may contact:

Security Deposit Investigator
State Banking Department
260 Constitution Plaza
Hartford, CT 06103
(860) 240-8170

Going to Court (Small Claims Court)

A tenant who feels that his or her security deposit is being withheld illegally, or a landlord who believes a tenant owes money for unpaid rent or for damage, may start (file) a small claims law suit, if the amount of money claimed is \$5,000.00 or less. These law suits may be filed in the housing session, if the premises is located in a town that falls under a Housing Session, or in the appropriate Small Claims area location.

A more detailed explanation of the small claims process is available in booklet form at all Housing Session locations and Small Claims area locations and at court service centers and information desks.

RENT INCREASES

A landlord has the right to raise the rent. But, the rent **cannot** be increased **during** the period of a written lease unless the parties have specifically agreed to allow an increase. Also, a landlord is not required to give a certain amount of notice to the tenant of an expected rental increase (for example, a thirty day notice) unless that kind of notice was agreed upon when the lease was signed.

If the landlord and tenant cannot agree on a new amount of rent, the tenant must pay whatever the tenant considers to be the fair rental value of the apartment. That amount may be the same amount as the old rent or a higher amount that is less than the landlord is asking for.

As long as the tenant tries to pay what is honestly believed to be the fair rental value of the apartment, the landlord may not be able to evict for **nonpayment of rent**. But, the landlord may be able to evict for another reason, for example, because the lease has ended or because the tenant's right or privilege to stay in the premises has ended.

Some cities and towns in Connecticut have Fair Rent Commissions. (See pages 10-11.) Those commissions receive complaints from tenants who feel that their rents are too high, investigate the complaints, and hold hearings to determine the fair rental value of a particular unit. It is not necessary to hire a lawyer to represent you at the hearing, but hiring a lawyer may be helpful.

A fair rent commission may be used by a tenant who:

- feels that an expected rental increase is unfair;
- is being charged for utilities that were included in the original rent; or
- believes that the rent is unfair because of unsafe or unhealthy conditions which are illegal.

Only a tenant who lives in a city or town with a Fair Rent Commission may file a complaint with the Commission in that city or town.

FAIR RENT COMMISSIONS

Bloomfield:

Town Manager
800 Bloomfield Ave.
Bloomfield, CT 06002
(860) 769-3504

Bridgeport:

Town Hall
45 Lyon Ter.
Bridgeport, CT 06604
(203) 576-8323

Farmington:

Human Services
1 Monteith Dr.
Farmington, CT 06034
(860) 675-2390

Glastonbury:

Housing Authority
2155 Main St.
Glastonbury, CT 06033
(860) 652-7568

Groton:

Community Development
Town Hall Annex
134 Groton Long Point Rd.
Groton, CT 06340
(860) 446-5990

Clinton:

54 East Main Street
Clinton, CT 06413
(860) 669-9333

Colchester:

Town Hall
127 Norwich Ave.
Colchester, CT 06415
(860) 537-7200

Enfield:

820 Enfield St.
Enfield, CT 06082
(860) 253-6386
Richard Metcalf

New Haven:

Town Hall
165 Church St., 1st floor
New Haven, CT 06510
(203) 946-8156

Newington:

Human Services
131 Cedar St.
Newington, CT 06111
(860) 665-8590

Norwalk:

City Hall
125 East Ave., Room 125
Norwalk, CT 06856
(203) 854-7989

Killingworth:

Fair Rent Commission
323 Route 81
Killingworth, CT 06419
(860) 663-1765

Hamden:

Community Development
11 Pine St.
Hamden, CT 06514
(203) 776-5978

Hartford:

Housing and Property
Management Division
Department of
Development Services
250 Constitution Plaza, 4th Floor
(860) 757-9049

Manchester:

Town Attorney's Office
41 Center Street
Manchester, CT 06040
(860) 647-3132

Westbrook:

Town Hall
866 Boston Post Rd.
Westbrook, CT 06498
(860) 399-3040

West Hartford:

Social Services
50 South Main St.
West Hartford, CT 06107
(860) 561-7565

New Britain:

Town Hall
Human Rights and Opportunities
27 West Main St.
New Britain, CT 06051
(860) 826-3410

Rocky Hill:

Town Hall
699 Old Main St.
Rocky Hill, CT 06067
(860) 258-2700

Simsbury:

Town Hall
933 Hopmeadow St.
Simsbury, CT 06070
(860) 658-3200
Hartford, CT 06103

Stamford:

Stamford Government Center
Social Services Commission
888 Washington Blvd., 9th Floor
Stamford, CT 06904
(203) 977-4112

Wethersfield:

Town Manager's Office
505 Silas Deane Hwy.
Wethersfield, CT 06109
(860) 721-2801

Windsor:

Community Development
Town of Windsor
275 Broad St.
Windsor, CT 0609 (860) 285-1984

Pursuant to Public Act 22-30, the following towns must have a fair rent commission on or before July 1, 2023. Contact the appropriate town to determine if it has established a commission:

Branford:

Town Hall
1019 Main Street
Branford, CT 06405
203-488-8394

Bristol:

111 North Main Street
Bristol, CT 06010
860-584-6100

Cheshire:

Town of Cheshire Town Hall
84 South Main Street
Cheshire, CT 06410
203-271-6601

East Hartford:

Town of East Hartford
740 Main Street
East Hartford, CT 06108
860-291-7100

East Haven:

250 Main Street
East Haven, CT 06512
203-468-3212

Fairfield:

Old Town Hall
611 Old Post Road
Fairfield, CT 06824
203-256-3000

Greenwich:

101 Field Point Road
Greenwich, CT 06830
203-622-7700

Mansfield:

Audrey P. Beck Municipal Building
4 S Eagleville Road
Storrs Mansfield, CT 06268
860-429-3302

Meriden:

142 East Main Street
Meriden, CT 06450
203-630-4000

Middletown:

245 Dekoven Drive
Middletown, CT 06457
860-638-4910

Milford:

70 West River Street
Milford, CT 06460
203-783-3200

Naugatuck:

229 Church Street,
Naugatuck, CT 06770
203-720-7000

New London:

New London City Hall
181 State Street
New London, CT 06320
860-447-5200

New Milford:

Town Hall
10 Main Street
New Milford, CT 06776
860-355-6000
860-457-4199 (Spanish)

Newtown:

3 Primrose Street
Newtown, CT 06470
203-270-4210

Norwich:

Norwich City Hall
100 Broadway
Norwich, CT 06360
860-823-3700

Ridgefield:

400 Main Street
Ridgefield CT 06877
203-431-2783

Shelton:

54 Hill Street
Shelton, CT 06484
203-924-1555

South Windsor:

1540 Sullivan Ave
S. Windsor, CT 06074
860-644-2511

Southington:

Southington Town Hall
75 Main Street
Southington, CT 06489
860-276-6211

Stratford:

2725 Main Street
Stratford, CT 06615
203-385-4020

Torrington:

140 Main Street
Torrington CT 06790
860-489-2236

Trumbull:

Trumbull Town Hall
5866 Main Street
Trumbull, CT 06611
203-452-5000

Vernon:

Memorial Building
14 Park Place
Vernon, CT 06066
860-870-3599

Wallingford:

45 South Main Street
Wallingford, CT 06492
203-294-2072

Waterbury:

City Hall Building
235 Grand Street
Waterbury, CT 06702
203-597-3444

Westport:

110 Myrtle Ave.
Westport, CT 06880
203-341-1000

EVICCTIONS (SUMMARY PROCESS)

The only legal way a landlord can remove a tenant from the property is through a court eviction action called summary process. An eviction may be started for the following reasons:

- lapse of time (the lease term has expired and the tenant has not moved out);
- nonpayment of rent when due or within the grace period;
- violation of a term of the lease or of a tenant's duties and responsibilities;
- nuisance or serious nuisance (conduct that substantially interferes with the comfort or safety of other tenants or other more serious conduct);
- the tenant has no right or privilege to stay in the premises; and
- the tenant's right or privilege to stay in the premises has ended.

To start the eviction case, the landlord must first serve (have legal papers delivered to) the tenant with a notice to quit. The notice is formally served on the tenant by a state marshal or an indifferent person. It gives the date that the tenant must voluntarily leave the apartment and the reason for eviction.

If the tenant has not moved out of the property voluntarily by the date given in the notice to quit, the landlord may have a state marshal serve a summons and complaint on the tenant.

The summons is an official court form that tells the tenant that an eviction is being brought against him or her. The **return date** on the form tells the tenant when to file papers with the court, **not** when to go to court for a hearing.

The tenant has two (2) days after the return date to file a paper called an *Appearance* (form JD-CL-12) or he or she may lose the case by default. It is extremely important for the tenant to file an appearance form and a proper pleading to the complaint on time. A landlord may get an execution which allows a state marshal to physically remove a tenant and his or her belongings in as little as five (5) days after the date of judgment. Sundays and legal holidays are not included in counting the five (5) days.

All of the courts that handle evictions have simplified forms and instructions which help landlords and tenants who wish to represent themselves. Also, the courts have specially trained housing mediators to mediate (try to reach reasonable decision in) housing cases.

Stay of Execution

If the tenant loses an eviction case, the tenant is allowed to stay in the apartment for **five (5) days**. Sundays, legal holidays and the date of judgment are not included in counting the five (5) days. This is called a stay of execution. Notice of the judgment is mailed to the tenant, with an explanation of the tenant's rights.

If an eviction judgment enters because the tenant has not paid the rent, and the tenant pays to the court all of the rent due within five (5) days of the date of judgment, the tenant may ask the court to allow the tenant to stay in the premises for up to **three (3) months**.

If an eviction judgment enters against the tenant for lapse of time, violation of the lease or the tenant's duties and responsibilities, or where the tenant's right to occupy has terminated, the tenant is allowed to remain in the apartment for **five (5) days** from the date of judgment and may ask the court to stay for up to an additional **six (6) months**.

As soon as the stay of execution expires, the landlord may get an execution to remove the tenant and his or her belongings from the apartment. A state marshal must serve the tenant or leave a copy of the execution notice at the premises.

More information on the eviction process is contained in ***A Landlord's Guide To Summary Process*** or ***A Tenant's Guide to Summary Process***. Both booklets are available in courts handling housing matters, in court service centers and at public information desks.

NOTICE TO QUIT (END) POSSESSION
JD-HM-7 Rev. 10-25
C.G.S. § 47a-23

STATE OF CONNECTICUT
JUDICIAL BRANCH
SUPERIOR COURT
www.jud.ct.gov



Instructions:

1. Complete this notice. Make sure that the person signing this notice is the owner or lessor, or the owner's or lessor's legal representative, or the owner's or lessor's attorney-at-law or in-fact.
2. Give the completed notice, and if required, Connecticut Right to Counsel (CT-RTC) notice to a state marshal or any proper officer with enough copies for each adult occupant and tenant you want to evict. The CT-RTC Notice may be found at: <https://jud.ct.gov/HomePDFs/RighttoCounsel/Notice02232023.pdf>
3. After service (delivery to the tenant(s) and occupant(s)) is made, the original document(s) will be returned to you. If you do not want to include your address on this form, give this information to the marshal or other proper officer on a separate sheet so that the officer can return the original notice to you promptly after making service.

To: Name(s) of tenant(s) and occupant(s)

Address of premises, including apartment number, if any

You must quit (end) possession or occupancy of the premises described above and now occupied by you on or before (date) _____ for the following reason(s) (specify):

If you have not moved out of the premises by the date indicated above, an eviction (summary process) case may be started against you.

Name and title of person signing (Print or type)	Signed	
Name of landlord	Date signed	Dated at (Town)
Address of person signing (State or proper officer on a separate sheet if desired)		

Return of Service (To be completed by officer who serves (delivers) this notice or notices)

Name(s) of person(s) served	Address at which service was made	On (Date of service)	
		Fees	
		Copy	
		Endorsement	
Then and there I made due and legal service of the foregoing notice(s) by leaving a true and attested copy (copies) with or at the place where each of the tenant(s) and occupant(s) named above usually live.		☐ Notice to Quit	Service
		☐ CT-RTC Notice	Travel
		☐ Other:	
Attest (Name and title)		Total	



ADA Accommodations
ADAProgram@jud.ct.gov
<https://www.jud.ct.gov/ADA>



Interpreters
Free language services available
<https://www.jud.ct.gov/LEP>

Servicios de asistencia lingüística gratuita están a su disposición
Serviços de assistência linguística gratuitos estão à disposição

**SUMMARY PROCESS
(EVICTION) COMPLAINT –
NONPAYMENT OF RENT**

JD-HM-8 Rev. 2-19
C.G.S. § 47a-23a
P.B. § 10-29

STATE OF CONNECTICUT
SUPERIOR COURT
www.jud.ct.gov



Instructions to plaintiff (landlord)

1. Attach this complaint to the Summons (form JD-HM-32) and follow the instructions on that form.
2. Attach the original Notice to Quit (End) Possession (form JD-HM-7) to this complaint.
3. If there is a written lease, do not attach a copy of the lease to this complaint. If you want to make the lease a part of your complaint, refer to the lease as an exhibit (for example "Exhibit A") and file it separately with the court no later than the return date. Serve a copy of the exhibit upon each party who appears in this matter at the first court session of the matter or no later than seven days after receipt of notice of the appearance of the party, whichever is earlier. Service must be made as provided in sections 10-12 through 10-17 of the Connecticut Practice Book.

ADA NOTICE

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact a court clerk or an ADA contact person listed at www.jud.ct.gov/ADA.

Plaintiff(s)/Landlord(s) _____

VS. _____

Defendant(s)/Tenant(s) _____

Return Date: _____
☐ Superior District of _____
☐ Judicial District Holding Session at _____
Town/City _____

Complaint

1. On or about (date) _____ the plaintiff (landlord), and the defendant (tenant) agreed ☐ orally or ☐ in a written lease (Exhibit _____) that the defendant would rent the following premises (rented property):

Location of premises (number, street, town and unit or floor number) _____

for the term of one _____ term of lease(s).
(week/month/year)

2. The defendant agreed to pay \$ _____ ☐ weekly ☐ monthly on the _____ day
(Amount of money defendant agreed to pay)
of each ☐ week ☐ month.

3. The defendant used and occupied the premises as agreed under the lease and still occupies the premises.

4. The defendant has not paid the rent due on (date) _____ as agreed to in the lease.

5. On (date) _____ the plaintiff had a Notice to Quit (End) Possession (form JD-HM-7) served on the defendant and that notice required the defendant to move out of the premises on or before (date) _____. The Notice to Quit (End) Possession (form JD-HM-7) is attached to this complaint.

6. The time given in the Notice to Quit (End) Possession (form JD-HM-7) for the defendant to move out of the premises has ended, but the defendant has not moved out.

The plaintiff asks the court for judgment for immediate possession of the premises.

- ☐ **The plaintiff also asks for forfeiture to the plaintiff of the defendant's possessions and personal effects because this is a nonresidential property.**

Signed (Plaintiff/Plaintiff's attorney) _____

Date signed _____

UTILITIES

Landlords are required to keep all heating, plumbing, electrical systems, and appliances working. Unless the rental agreement states that the tenant is responsible, the landlord must supply running water and reasonable amounts of heat and hot water.

If it is the landlord's responsibility to provide and pay for heat, the law requires the temperature of the apartment to be at least 65 degrees at all times of the year.

If problems arise with utilities supplied by the landlord, the tenant should:

- First, contact the landlord in person to notify him/her of the problem, then notify the landlord in writing, and follow up with a call.
- If the utility is not restored, contact the local health department or housing code office. They have the power to contact the landlord and inspect the apartment.
- Contact the local police department.
- Restore the utility and deduct the cost from the rent.
- After two (2) business days without a utility, get another place to live until the utility is restored.

Where the tenant must supply the utility, he or she should:

- make all payments on time; and
- contact the utility company to work out a payment plan.

Termination of Service

If the utility company plans to turn off (terminate) service, it is required to give at least thirteen (13) days notice. The notice will be mailed and will probably not be a separate letter but will be put on the bill itself.

The utility company will not terminate service if:

- Someone who lives in the property is seriously ill. (In this case, the patient's doctor must provide a written notice and the tenant must make partial payment for utility service.)
- It is Friday, Saturday, Sunday, a legal holiday, the day before a legal holiday, or a day that the utility company's business office is closed.

- Part of the payment (at least 20% of the amount due) has been made. In this case, the utility company will not turn off service once it receives this payment, and must send another notice giving thirteen (13) more days.
- Utility service may not, under any circumstance, be turned off from November 1st to April 15th if a tenant's income is low and the tenant receives assistance from Supplemental Security Income, Temporary Assistance to Needy Families (TANF), General Assistance, or if the only income he or she receives is from Social Security, Veteran's compensation, or pension or unemployment compensation.

If the tenant cannot pay the bill or disagrees with the amount of the bill, the tenant should:

- contact the company and speak to a customer service representative, and
- if no agreement is reached, speak to the company review officer.

For additional information or help, contact:

Public Utilities Regulatory Authority (PURA)
10 Franklin Square
New Britain, CT 06051
Toll-free: 1-800-382-4586

CONDOMINIUM CONVERSIONS

In the event that a landlord decides to change (convert) a property to condominiums, a tenant has some rights, including the following: the right to have the first chance to buy the condominium, and the right to additional notice to find another place. For information about condominium conversions, as well as for information and assistance regarding other housing matters, contact:

Housing Education Resource Center
901 Wethersfield Avenue, 2nd Floor
Hartford, CT 06114
(860) 296-4242

SUPERIOR COURT HOUSING SESSIONS

Bridgeport Judicial District

Superior Court-Housing Session
999 Broad Street
Bridgeport, CT 06604
Telephone: (203) 576-8323

Hartford Judicial District

Superior Court-Housing Session
80 Washington Street
Hartford, CT 06106
Telephone: (860) 756-7920

New Britain Judicial District

Superior Court-Housing Session
20 Franklin Square, Room 211
New Britain, CT 06051
Telephone: (860) 515-5130

New Haven Judicial District

Superior Court-Housing Session
121 Elm Street
New Haven, CT 06510
Telephone: (203) 789-7937

Stamford/Norwalk Judicial District

Superior Court-Housing Session
123 Hoyt Street
Stamford, CT 06905
Telephone: (203) 965-5308

Waterbury Judicial District

Superior Court-Housing Session
300 Grand Street
Waterbury, CT 06721
Telephone: (203) 591-3310

**JUDICIAL DISTRICT COURT LOCATIONS HANDLING
HOUSING MATTERS**

**Judicial District of Ansonia-Milford
at Milford**

14 West River Street
Milford, CT 06460
(203) 877-4293

Judicial District of Danbury

146 White Street
Danbury, CT 06810
(203) 207-8600

**Judicial District of Litchfield
at Torrington**

50 Field Street
Torrington, CT 06790
(860) 626-2100

Judicial District at Meriden

54 West Main Street
Meriden, CT 06450
(203) 238-6667

Judicial District at Middlesex

1 Court Street
Middletown, CT 06457-3374
(860) 343-6400

**Judicial District of New London
at New London**

70 Huntington Street
New London, CT 06320
(860) 443-5363

**Judicial District of New London
at Norwich**

1 Courthouse Square
Norwich, CT 06360
(860) 887-3515

Judicial District at Tolland

69 Brooklyn Street
Rockville, CT 06066
(860) 875-6294

**Judicial District of Windham
at Putnam**

155 Church Street
Putnam, CT 06260
(860) 928-7749

WHERE TO FILE

Usually, housing cases are filed in the judicial district where the premises is located. However, there are three special circumstances.

- 1) Sometimes, the premises may be in a town that allows housing cases to be filed in one of two judicial districts.

If the premises is in:

Newington

Rocky Hill

Wethersfield

The plaintiff may file the housing case in either the judicial district of Hartford or the judicial district of New Britain.

- 2) Sometimes, a housing case is filed in one judicial district, but may be transferred to another judicial district.

If the premises is in:

Ansonia

Oxford

Beacon Falls

Seymour

Derby

Shelton

The plaintiff must file the housing case in the judicial district of Ansonia-Milford. After the plaintiff files the housing case in the judicial district of Ansonia-Milford, the plaintiff or the defendant may request the case to be transferred to the judicial district of New Haven or the judicial district of Waterbury. Although a party may request this transfer, the final decision is made by the judge.

- 3) Some towns have special rules about where housing cases must be filed.

If the premises is in:

Milford

Orange

West Haven

The plaintiff must file the housing case in the judicial district of New Haven.

LEGAL AID OFFICES

For legal information and initial screening of requests for legal assistance from legal aid programs in Connecticut: visit CTLawHelp at <https://ctlawhelp.org/en/home> or call:

Statewide Legal Services, Inc. (860) 344-0380
(Hartford, Central Connecticut, Middletown Areas)
(All Other Regions) 1-800-453-3320

Greater Hartford Legal Aid

Hartford Office (860) 541-5000

New Haven Legal Assistance Association, Inc.

New Haven Office (203) 946-4811

Connecticut Legal Services, Inc.

Regional Offices:

Bridgeport	(203) 336-3851
New Britain	(860) 225-8678
New London	(860) 447-0323
Stamford	(203) 348-9216
Waterbury	(203) 756-8074
Willimantic	(860) 456-1761

LAWYER REFERRAL SERVICE OFFICES

Location:

Hartford, Litchfield, Middlesex, Tolland and Windham Counties	(860) 525-6052
New Haven County	(203) 562-5750
New London County	(860) 889-9384
CT Women’s Educational and Legal Fund Attorney Referral Service	1-(800) 479-2949

WEB BASED ASSISTANCE

The following free resources are available online:

The Connecticut Judicial Branch Law Library Referrals	https://jud.ct.gov/lawlib/referral.htm
CT Law Help	https://ctlawhelp.org/en/home
CT Free Legal Answers	https://ct.freelegalanswers.org/
CT Bar Association	https://www.ctbar.org/public

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation, in accordance with the ADA, contact a Judicial Branch employee or an ADA contact person listed at www.jud.ct.gov/ada/.



www.jud.ct.gov