

HEAT COMPLAINTS

In the event that you are not being provided with heat by your landlord, please refer to the following guidelines:

<http://www.puc.nh.gov/Regulatory/Rules/puc1200.pdf> - is the link to the Public Utilities commission Rules and Regulations. This is the law with regard to utilities that are provided to a tenant by the landlord. These rules are also available for reading in the Town Offices.

(603) 271-3641 – is the telephone number of the State of New Hampshire Department of Justice, Consumer Protection. This agency will advise you whether or not you may withhold rent and procedures to follow to avoid eviction, should you choose to do so. This agency investigates complaints against landlords who do not comply with the Minimum Housing Standards under RSA 48A:14. You may read the law, in its entirety by going to the state's website at nh.gov. The information may be found under Revised Statutes, Title III, 48A. It is also available for reading at the Town Offices.

It is essential that you follow up any telephone complaint to your landlord in writing. You are advised to send your complaint by either certified mail or e-mail to your landlord and to maintain copies of all correspondence. Included in the complaint should be the date(s) you had no heat, the outside temperature for that date and who was notified, at what time and in what manner, that there was no heat.

Minimum Housing Standards information: <http://www.nh.gov/government/laws.html>

All correspondence should be copied to:

Town of Bristol
Land Use/Health Office
230 Lake Street
Bristol, NH 03222

Or

landuse@townofbristolnh.org