

## What happens after the hearing?

The Commission can decide that the rent increase is fair and order the tenant to pay the newly proposed rent amount.

or

The Commission can decide that the rent increase is unfair and:

Set the rent at a fair level and order the landlord to accept that amount.

or

Decide that the rent increase must be phased-in gradually.

or

Delay a rent increase.

or

Adjust downward the existing rent amount until necessary repairs are made.

or

Make a decision that is unique to the case.

## For more Information:

Staff responds to complaints by phone, mail, email, and fax.

Visits by appointment is preferred.

Division of Housing  
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## Questions?

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## City of Hartford Housing Division



[www.hartfordct.gov/housing](http://www.hartfordct.gov/housing)

## Fair Rent Commission

# What does the FRC do for Tenants and Landlords?

- Provides information to landlords and tenants regarding their individual rights and responsibilities
- Receives complaints from tenants about increased rent charges to their apartments that may seem harsh and other related complaints.
- Works with other City departments such as the Licenses and Inspections Division to investigate any housing code complaints to promote safe housing.

## If the staff cannot mediate problems between the landlord and tenant:

- The Commission will hold a public hearing.
- After the hearing, the Commission may order the landlord to reduce the proposed increased rent, reject the proposed increase rent or adjust downward existing rents.
- If the apartment needs repairs, the Commission may order the rent to be reduced or maintained at the current level until all violations are corrected.

**The staff responds to complaints by phone, mail, email, fax, and in-person**

# Who may file a complaint?

- Only tenants may file a complaint with the commission.
- Any tenant who resides in Hartford, CT may file a complaint.
- A written lease is not required for a tenant to file a complaint.
- The tenant does not need a lawyer to file a complaint.

# When can you file?

- When the landlord has demanded an increase that the tenant believes is harsh and unconscionable.
- When the landlord wants to charge the tenant for utilities/services when they used to be included in the rent or are shared by all tenants.
- The landlord is not fixing housing code violations in the unit after they have been reported by the tenant to the landlord.
- The tenant feels they pay an unfair rent based on the condition of their unit.
- Other circumstances may apply.

## How does the Commission make their decision?

Under Hartford's Municipal Ordinance, Section 2-330.94 these 13 factors are considered:

1. The rents charged for the same number of rooms in other housing accommodations in the same and in other areas of the municipality.
2. The sanitary conditions existing in the housing accommodations in question.
3. The number of bathtubs or showers, flush water closets, kitchen sinks and lavatory basins located in the housing accommodation or otherwise available to the occupants thereof.
4. Services, furniture, furnishings and equipment supplied therein.
5. The size and number of bedrooms contained therein.
6. Repairs necessary to make such accommodations reasonably livable for the occupants accommodated therein.
7. The amount of taxes and overhead expenses, including debt service, thereof.
8. Whether the accommodations are in compliance with the ordinances of the municipality and the general statutes relating to health and safety.
9. The income of the petitioner and the availability of accommodations.
10. The availability of utilities.
11. Damages done to the premises by the tenant, caused by other than ordinary wear and tear.
12. The amount and frequency of increases in rental charges.
13. Whether and the extent to which the income from an increase in rental charges has been or will be reinvested in improvements to the accommodations.