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## Overview

Inspectors from the Department of Inspections and Standards (DIS) perform field inspections of dwellings to determine violations of the Property Maintenance Code as adopted by the State of Rhode Island. Office staff field complaints, assist the public and provide support for the inspectors of the Code Enforcement Division.

Charged with enforcing the Property Maintenance Code, inspectors respond to complaints by tenants, emergency responders, neighbors, and elected officials, and perform routine inspections. The Code Enforcement Division enforces the Property Maintenance Code of the State of Rhode Island. This code intends to ensure that all residential premises in the City of Providence meet a minimum level of health and safety. The minimum code requirements apply to the following list of areas and are the responsibility of the owners, operators, and/or occupants of existing residential and nonresidential structures in the City of Providence:

- Structures
- Equipment and facilities for light
- Ventilation
- Heating
- Sanitation
- Protection from the elements
- Life safety
- Safety from fire and other hazards
- Safety and sanitary maintenance

Substandard Housing Code Violations can be reported to 311 through various methods, ensuring that property concerns are addressed promptly and efficiently. Our number one priority is ensuring our constituents' quality of life and safety.

## Information to provide when submitting a service request through PVD311

When reporting any concerns or requesting a service request, be prepared to provide the following information:

- **Location** -The exact address of where the service is needed.
- **Nature of Issue** - Describe the type of issue, concern, or service request.
- **Contact Information** – The best way the inspector can contact you is with a phone call.

**Reporting Methods** - [Click here](#) to see various ways to report Housing Code Violations.

## Learn the Process -

1. Report concerns to PVD311.
2. Your case is assigned to DIS.

3. An inspector will contact you to begin an investigation.
4. If violations are found, the following steps are taken by DIS:
  - Ownership/Title Search – This helps ensure that DIS has the correct owner of the property;
  - A warning notice is sent to the property owner; if there is no response from the property owner,
5. A 1st Notice of Violation is issued to the property owner;
6. The inspector revisits the property 30 days later for a second inspection;
  - If the issues haven't been addressed in 30 days, a 2nd Notice of Violation is issued with fines accrued each day.
  - After 30 days, the inspector follows up with a third investigation, which could lead the property to prosecution in housing court.

### **Following Up with PVD311**

Once you have submitted a service request or reported a concern, you will receive confirmation from PVD311 that your request/concern has been received. It is important to provide as much detail as possible to assist in completing the request. By using the reporting methods in PVD311, city residents are empowered to help maintain a high quality of life. You can check the status of your service request [here](#).

For more detailed information or assistance, please call **3-1-1** or send an email to [pvd311@providenceri.gov](mailto:pvd311@providenceri.gov).

### **Helpful Links**

- [Codes & Ordinances](#)

### **Department of Inspections and Standards**

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