

# MAINE

## Housing Resource Guide

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The mission of MaineHousing is to assist Maine people in obtaining and maintaining quality affordable housing and services suitable to their housing needs.



# IMPORTANT EMERGENCY RESOURCES

This Housing Resource Guide provides information about housing programs and subsidized options, housing-related resources, general landlord/tenant tips, and more.

MaineHousing funds affordable rental housing development and assistance programs; emergency shelters; home repair and heating assistance; and other initiatives in our mission to assist Maine people in obtaining and maintaining quality affordable housing and services suitable to their housing needs. These programs are generally by application process and are not considered an emergency solution.

For more information about our programs, visit our website at [mainehousing.org](http://mainehousing.org).

**Free 24/7 access to help.  
Because you're not alone.**



Some issues are hard to navigate, such as finding housing or heating your home. 211 Maine can help.

Connect with specialists at 211 Maine via phone, text, or email, confidentially, 24 hours a day, 7 days a week for information and to be connected to local programs and services. 211 is not affiliated with MaineHousing.

- Dial 2-1-1
- Text your zip code to 898-211
- Visit the searchable directory at [211maine.org](http://211maine.org)
- Email: [info@211maine.org](mailto:info@211maine.org)

## GENERAL ASSISTANCE

General Assistance is financial help administered by each local community. It provides funds for basic living expenses for those who cannot afford them. All communities are required by state law to provide general assistance. Communities have local laws, called ordinances, which specify program eligibility and benefits.

Some communities have particular days or hours for applying for general assistance. When the administrator of the General Assistance Program determines that an emergency situation exists, the applicant must be allowed to apply for assistance that same day. An applicant is entitled to make out applications in writing, have privacy during the application and interviewing process, and receive a written decision within 24 hours. Applicants are required to prove income and living expenses, so they should bring check stubs and receipts for expenses.

For more information about General Assistance, applicants may contact their local town office or city hall or the Department of Human Services, General Assistance Division, 1-800-442-6003.

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# HELP FOR PEOPLE WHO ARE HOMELESS

Emergency shelters are available throughout Maine. People who are homeless may also want to contact their local town office for any local shelters that may not be listed in this guide.

## MAINE EMERGENCY SHELTERS

### ANDROSCOGGIN COUNTY

**Hope Haven Gospel Mission**  
Lewiston, ME  
Tel. 207-783-6086

General

**New Beginnings\***  
Lewiston, ME  
Tel. 207-795-4077

Youth

**Rumford Group Homes – Nancy Boggan Center\***  
Leeds, ME  
Tel. 207-524-2017

General-Families

**Rural Community Action Ministries\***  
Leeds, ME  
Tel. 207-524-5095

General  
(mostly families)

**Safe Voices\***  
Auburn, ME  
Tel. 1-800-559-2927

Domestic Violence

**St. Martin de Porres Residence**  
Lewiston, ME  
Tel. 207-786-4690

General-Adults

### AROOSTOOK COUNTY

**Hope and Justice Project\***  
Caribou, Houlton, Fort Kent, ME  
Tel. 1-800-439-2323

Domestic Violence

**Maliseet Domestic Violence & Sexual Assault Program**  
Houlton, ME  
Tel. 207-532-6401 or 207-532-3000

Domestic Violence/  
Sexual Assault

**The Northern Lighthouse -Safe Harbor\***  
Mars Hill, ME  
Tel. 207-540-1522

Youth

**Homeless Services of Aroostook – Sr. Mary O'Donnell Shelter\***  
Presque Isle, ME  
Tel. 207-764-4125

General & Families

### CUMBERLAND COUNTY

**City of Portland – Family Shelter\***  
Portland, ME  
Tel. 207-772-8339

Families

**City of Portland – Homeless Service Center\***  
Portland, ME  
Tel. 207-761-2072

General-  
Adults

**commonspace – Portland\***  
General navigator services only ,no shelter  
Portland, ME  
Tel. 207-773-1956

**Preble Street – Florence House\***  
Portland, ME  
Tel. 207-699-4392

General-Women

**Milestone Recovery\***  
Portland, ME  
Tel. 207-775-4790

Substance Abuse

**Preble Street – Joe Kreisler Teen Shelter\***  
Portland, ME  
Tel. 207-775-0026

Youth

**Preble Street – Elena's Way\***  
Portland, ME  
Tel. 207-775-0026

General-Adults

**Tedford Housing – Individual Shelter\***  
Brunswick, ME  
Tel. 207-729-1161 or 207-725-4871

General-Adults

**Tedford Housing – Family Shelter\***  
Brunswick, ME  
Tel. 207-729-1161 or 207-729-4583

General-Families

<b>The Gathering Place*</b> General navigator services only, no shelter Brunswick, ME Tel. 207-729-0288	<b>Togus Veterans Affairs</b> Augusta, ME Tel. 1-877-424-3838	Veterans
<b>Through These Doors*</b> Portland, ME Tel. 1-800-537-6066	Domestic Violence	<b>Homeworthy*</b> Rockport, ME Tel. 207-593-8151
<b>FRANKLIN COUNTY</b>		
<b>Western Maine Community Action*</b> General navigator services only ,no shelter East Wilton Tel. 207-645-3764	Families	<b>New Hope for Women*</b> Rockland, ME Tel. 1-800-522-3304
<b>HANCOCK COUNTY</b>		
<b>H.O.M.E., Inc. – Dorr House*</b> Orland, ME Tel. 207-469-7961	Adult-Men	<b>commonspace – Wiscasset*</b> General navigator services only ,no shelter Wiscasset, ME Tel. 207-773-1956
<b>H.O.M.E., Inc. – Sr Mary Ahearn House*</b> Orland, ME Tel. 207-469-7961	Families	<b>OXFORD COUNTY</b>
<b>H.O.M.E., Inc. – Emmaus*</b> Ellsworth, ME Tel. 207-667-3962	General	<b>Rumford Group Homes – Monier Family Center*</b> Rumford, ME Tel. 207-369-9439
<b>H.O.M.E., Inc. – St. Francis Inn*</b> East Orland, ME Tel. 207-469-7961	General	<b>Rumford Group Homes – Norway Family Center*</b> Norway, ME Tel. 207-743-6363
<b>Next Step*</b> Ellsworth, ME Tel. 1-800-315-5579	Domestic Violence (safe homes)	<b>Rumford Group Homes – Rumford Family Center*</b> Rumford, ME Tel. 207-369-9439
<b>KENNEBEC COUNTY</b>		
<b>Bread of Life Ministries*</b> Augusta, ME Tel. 207-626-3479	General	<b>PENOBCOT COUNTY</b>
<b>Family Violence Project*</b> Augusta, ME Tel. 1-877-890-7788	Domestic Violence	<b>Bangor Area Homeless Shelter*</b> General Bangor, ME Tel. 207-947-0092
<b>Mid-Maine Homeless Shelter*</b> Waterville, ME Tel. 207-872-8082	General	<b>Partners for Peace*</b> Domestic Violence Bangor, ME Tel. 1-800-863-9909
		<b>Preble Street – Hope House*</b> General & Substance Abuse Bangor, ME Tel. 1-800-244-2555 or 207-217-6713

**Shaw House\***  
Bangor, ME  
Tel. 1-888-561-7429 or 207-941-2874

Youth

**Shepherds Godparent Home**  
Bangor, ME  
Tel. 207-949-2273

Women & Children

#### PISCATAQUIS COUNTY

**Partners for Peace\***  
Dover-Foxcroft, ME  
Tel. 1-800-863-9909

Domestic Violence  
(safe homes)

#### SOMERSET COUNTY

**Family Violence Project\***  
Somerset County  
Tel. 1-800-890-7788

Domestic Violence

**New Hope Shelter**  
Solon, ME  
Tel. 207-399-3348

Women & Children

**Trinity Shelter**  
Skowhegan, ME  
Tel. 207-399-7538 or 207-474-8833

General

#### WALDO COUNTY

**Waldo County Action Partners\***  
General navigator services only ,no shelter  
Belfast, ME  
Tel. 207-338-6809

#### WASHINGTON COUNTY

**Next Step\***  
Machias, ME  
Tel. 1-800-315-5579

Domestic Violence

#### YORK COUNTY

**Caring Unlimited\***  
Sanford, ME  
Tel. 1-800-239-7298

Domestic Violence

\*Shelters that receive MaineHousing funding are marked with an asterisk.

For additional homeless resources contact 211 Maine Inc. at 2-1-1 by phone or [211maine.org](http://211maine.org).

#### EMERGENCY SHELTER AND HOUSING ASSISTANCE PROGRAM (ESHAP)

The Emergency Shelter and Housing Assistance Program includes funding for Housing Navigator services. These services help people assess their housing needs and helps them develop a housing stability plan. Housing Navigators also link clients with mainstream and income resources and helps them get their basic needs met. They help with housing search and placement, and support clients beyond shelter to ensure housing stability.

MaineHousing also provides rental subsidies to ESHAP grantees through the Maine Coordinated Entry System (MCES). This includes short-term vouchers and permanent rental assistance vouchers.

The short-term vouchers are part of the Stability Through Engagement Program (STEP). The permanent vouchers are part of the Housing Choice Vouchers (HCV) program. These vouchers are available for those who meet the HUD definition of homelessness and are working with a participating ESHAP shelter provider.

MAINE COALITION TO END  
DOMESTIC VIOLENCE (MCEDV)

**Help is just a call away.**

24 Hour • Toll Free • Confidential • Interpreters Available

**1-866-834-HELP (4357)**

Maine Telecommunications Relay Service:

1-800-437-1220



## MCEDV MEMBERS:

### AROOSTOOK

*Hope and Justice Project*

### PENOBSCOT & PISCATAQUIS

*Partners for Peace*

### KENNEBEC & SOMERSET

*Family Violence Project*

### HANCOCK & WASHINGTON

*NextStep Domestic Violence Project*

### ANDROSCOGGIN, FRANKLIN & OXFORD

*Safe Voices*

### KNOX, LINCOLN,

**SAGADAHOC & WALDO**

*New Hope Midcoast*

### CUMBERLAND

*Through These Doors*

### YORK

*Caring Unlimited*

### CULTURALLY SPECIFIC SERVICES

*Immigrant Resource Center of Maine*

*Her Safety Net*

**mcedv.org**

## SUBSIDIZED HOUSING

Subsidized housing is rental assistance provided by the government to help people with rent and utility costs. Under some programs, people who are income-eligible pay a percentage of their income toward their rental costs and government subsidy pays the rest. Other programs provide housing which is affordable for low and moderate income families.

There are two basic types of rental assistance — *subsidized apartments* and *housing choice vouchers*. Waiting lists for both subsidized apartments and housing choice vouchers can be long, so it may be helpful to apply for both types of housing.

### SUBSIDIZED APARTMENTS

Subsidized apartments are administered by four different agencies: MaineHousing (Maine State Housing Authority); the U.S. Department of Housing and Urban Development (HUD); USDA Rural Development (RD); and Public or Local Housing Authorities (PHAs). Subsidized housing lists are available online at [mainehousing.org/subsidized](http://mainehousing.org/subsidized). Many subsidized apartments are also listed on [MaineHousingSearch.org](http://MaineHousingSearch.org). Applicants should plan to share their gross household income when they contact apartment management companies. Income restrictions may apply and can vary by apartment.

Applicants may also contact their local public housing authority, as listed in this guide, for information about their public housing.

**For more information on subsidized housing, please contact:**

**MaineHousing (Maine State Housing Authority)**

[mainehousing.org](http://mainehousing.org)

26 Edison Drive

Augusta, ME 04330-6046

Tel. 207-626-4600 or 1-800-452-4668

or Maine Relay 711

**U.S. Department of Housing and Urban Development (HUD)**

[hud.gov](http://hud.gov)

Bangor Field Office

202 Harlow Street Suite D2000

Bangor ME 04401

Sean Thomas (acting) State Director

207-945-0467, 402-485-9234 fax

Region 1 Boston MA

[www.hud.gov/states/main](http://www.hud.gov/states/main)

**USDA Rural Development (RD)**

Maine Rural Development State Office

967 Illinois Ave Suite 4

Bangor ME 04401-2767

207-990-9160, 855-589-1060 fax

[rd.usda.gov/me](http://rd.usda.gov/me)



### SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

This program helps income-eligible tenants find and pay for decent, safe, and sanitary housing. We pay part of the monthly rent and send it to their landlord.

Both Maine's local Public Housing Authorities (PHAs) and MaineHousing (together referred to here as Housing Agencies) administer Section 8 Housing Choice Voucher Programs. MaineHousing serves areas outside of the PHAs' service areas. A PHA voucher must be used within a PHA's service area. A MaineHousing voucher must be used within our service area.

A voucher can be used for any type of private rental housing. This includes an apartment, house, or mobile home. The housing must meet certain inspection standards and the owner must accept the applicant as a tenant. Rent must be within the limits allowed by the program. A family that already is renting a suitable apartment, house, or mobile home when they get a voucher may be able to use the voucher in that unit.

Landlords keep normal management rights and responsibilities. This includes tenant selection, collecting the tenant's share of the monthly rent, property maintenance, and lease enforcement or obligations.

#### HOW TO APPLY - CENTRALIZED WAIT LIST

You can apply online at <https://maine.affordablehousing.com/> or with any participating housing agency listed here.

You can contact a participating housing agency to have an application mailed to you. Return the completed application to a participating housing agency.

You can stop into any participating housing agency and pick up an application. It can be filled out and returned onsite or you can drop it off at a later date.

You only need to complete and submit ONE preliminary application. By completing one application, you are included on the centralized waiting list and may be considered by some or all participating housing agencies.

Any application completed offline may be returned to any participating housing agency by mail, by hand, or by fax. Only one application per family will be accepted.

#### OTHER AFFORDABLE APARTMENTS

"Mod Rehab" apartments are private apartments that were rehabilitated with MaineHousing funds in return for the owners' commitment to affordable rents. To apply, contact:

**MaineHousing**  
26 Edison Drive  
Augusta, ME 04330-6046  
Tel. 1-866-357-4853 or 207-624-5789 (voice)  
Maine Relay 711  
Fax 207-624-5713  
[mainehousing.org](http://mainehousing.org)

Interested in being a Housing Choice Voucher landlord? Contact MaineHousing at (207) 624-5789.

#### HOUSING AGENCIES

#### MAINEHOUSING

**MaineHousing**  
26 Edison Drive  
Augusta, ME 04330-6046  
Tel. 1-866-357-4853 or 207-624-5789 (voice)  
Maine Relay 711  
Fax 207-624-5713  
[mainehousing.org](http://mainehousing.org)

#### PUBLIC OR LOCAL HOUSING AUTHORITIES (PHAs)

**Auburn Housing Authority**  
20 Great Falls Plaza, P.O. Box 3037  
Auburn, ME 04212-3037  
Tel. 207-784-7351; Fax 207-784-5545  
[auburnhousing.org](http://auburnhousing.org)

**Augusta Housing Authority**  
33 Union Street, Suite 3  
Augusta, ME 04330  
Tel. 207-626-2357; Fax 207-626-2359

**Bangor Housing Authority**

133 Davis Road  
Bangor, ME 04401-2399  
Tel. 207-942-6365; Fax 207-942-6043  
[bangorhousing.org](http://bangorhousing.org)

**Bath Housing Authority**

80 Congress Avenue  
Bath, ME 04530  
Tel. 207-443-3116; Fax 207-443-8116  
[bathhousing.org](http://bathhousing.org)

**Biddeford Housing Authority**

22 South Street, P.O. Box 2287  
Biddeford, ME 04005  
Tel. 207-282-6537; Fax 207-286-0580

**Brewer Housing Authority**

15 Colonial Circle, Suite 1  
Brewer, ME 04412  
Tel. 207-989-7890; Fax 207-989-7554  
[brewerhousing.com](http://brewerhousing.com)

**Brunswick Housing Authority**

12 Stone Street, P.O. Box A  
Brunswick, ME 04011  
Tel. 207-725-8711; Fax 207-729-2642  
[brunswickhousing.org](http://brunswickhousing.org)

**Caribou Housing Authority**

City of Caribou  
25 High Street  
Caribou, ME 04736  
Tel. 207-493-4234; Fax 207-376-0178  
[caribouhousing.org](http://caribouhousing.org)

**Fort Fairfield Housing Authority**

18 Fields Lane  
Fort Fairfield, ME 04742  
Tel. 207-476-5771; Fax 207-476-5450  
[ffha.org](http://ffha.org)

**Indian Township Passamaquoddy Reservation Housing Authority\***

10 Raven Drive  
Indian Twp, ME 04668  
Tel. 207-796-8004; Fax 207-796-8019  
[passamaquoddy.com](http://passamaquoddy.com)

**Lewiston Housing Authority**

86 Lisbon Street  
Lewiston, ME 04240  
Tel. 207-783-1423; Fax 207-783-8648

**Mt. Desert Island and Ellsworth Housing Authority**

430 Water Street  
Ellsworth, ME 04605-2111  
Tel. 207-667-9705; Fax 207-288-4770  
[emdiha.org](http://emdiha.org)

**Old Town Housing Authority**

358 Main Street  
Old Town, ME 04468  
Tel. 207-827-6151; Fax 207-827-1502  
[oldtownhousing.net](http://oldtownhousing.net)

**Penobscot Nation Housing Department\***

12 Wabanaki Way  
Indian Island, ME 04668  
Tel. 207-817-7370; Fax 207-817-7384  
[penobscotnation.org](http://penobscotnation.org)

**Pleasant Point Passamaquoddy Reservation Housing Authority\***

15 Elders Way, Suite 201  
Perry, ME 04667  
Tel. 207-853-6021; Fax 207-853-2368  
[wabanaki.com](http://wabanaki.com)

**Portland Housing Authority**

14 Baxter Boulevard  
Portland, ME 04101-1822  
Tel. 207-773-4753; Fax 207-774-6471  
[porthouse.org](http://porthouse.org)

**Presque Isle Housing Authority**

58 Birch Street  
Presque Isle, ME 04769  
Tel. 207-768-8231; Fax 207-764-5614  
[pihousing.org](http://pihousing.org)

**Sanford Housing Authority**

17 School Street, P.O. Box 1008  
Sanford, ME 04073  
Tel. 207-324-6747; Fax 207-324-6870  
[sanfordhousing.org](http://sanfordhousing.org)

**South Portland Housing Authority**

100 Waterman Drive, Suite 101  
South Portland, ME 04106  
Tel. 207-773-4140; Fax 207-773-4006  
[spha.net](http://spha.net)

**Van Buren Housing Authority**

130 Champlain Street  
Van Buren, ME 04785-1339  
Tel. 207-868-5441; Fax 207-868-2833

### Waterville Housing Authority

88 Silver Street  
Waterville, ME 04901  
Tel. 207-873-2155; Fax 207-877-9429  
[watervillehousing.org](http://watervillehousing.org)

### Westbrook Housing

30 Liza Harmon Drive  
Westbrook, ME 04092  
Tel. 207-854-9779; Fax 207-854-0962  
[westbrookhousing.org](http://westbrookhousing.org)

### York Housing Authority\*

4 Pine Grove Lane  
York, ME 03909  
Tel. 207-363-8444; Fax 207-351-2801  
[yorkhousing.info](http://yorkhousing.info)  
(York Housing Authority does not administer Section 8  
Housing Choice Vouchers.)

### BRIDGING RENTAL ASSISTANCE PROGRAM (BRAP) AND PERMANENT SUPPORTIVE HOUSING PROGRAM (PSHP)

### DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SUPPORTIVE HOUSING RENTAL ASSISTANCE PROGRAMS

Tenant-based rental assistance vouchers provide the customer with choice, independence, and control over their living situation. This includes if they want services. DHHS rental assistance clients are encouraged, but not required, to accept services with the voucher. All rental units must meet the U.S. Department of Housing and Urban Development's Housing Quality Standards and Fair Market Rents.

The *Bridging Rental Assistance Program (BRAP)* is a transitional housing voucher program designed to assist people with mental illness for up to 24 months or until they are awarded a Section 8 Housing Choice Voucher, or alternative housing placement. Program participants pay 40% of their income for rent.

*Permanent Supportive Housing Program (PSHP)* is a permanent housing voucher program that helps people who are homeless with a severe and long term disability. Program participants pay 40% of their income for rent.

### CONTACTS FOR BRAP AND PSHP

#### ANDROSCOGGIN, FRANKLIN, AND OXFORD COUNTIES

##### Common Ties

12 Bates Street, P.O. Box 1319  
Lewiston, ME 04243  
Tel. 207-795-6710

#### AROOSTOOK, HANCOCK, PENOBCOT, PISCATAQUIS, AND WASHINGTON COUNTIES

##### Community Health & Counseling Services

P.O. Box 425  
Bangor, ME 04402-0425  
(42 Cedar Street, Bangor, ME 04401)  
Tel. 207-922-4406

\*Housing Authorities not participating in centralized wait list.

**CUMBERLAND, KNOX, LINCOLN, SAGADAHOC,  
WALDO, AND YORK COUNTIES**

**Shalom House, Inc.**

106 Gilman Street

Portland, ME 04102

Tel. 207-874-1080

**KENNEBEC AND SOMERSET COUNTIES**

**Kennebec Behavioral Health**

67 Eustis Parkway

Waterville, ME 04901

Tel. 207-873-2136

**HOUSING RESOURCES - PATH  
(PROJECTS FOR ASSISTANCE IN TRANSITION  
FROM HOMELESSNESS)**

The PATH Program supports the outreach, engagement, and delivery of services to eligible people who are homeless and have serious mental illnesses and/or co-occurring substance abuse disorder. This program has a particular emphasis on:

- a. those most in need of services and engagement by an Outreach Worker;
- b. services which are not supported by mainstream mental health programs.

The primary target population of the PATH-funded outreach and engagement services is both youth and adult people who are homeless.

Enrollment into PATH-funded services begins with specific provider. For a list of providers go to: <https://www.maine.gov/dhhs/obh/support-services/housing-services>.

Those who meet the PATH homeless definition and who have a mental illness and/or co-occurring substance abuse disorder may be considered to be eligible for PATH.

## TENANCY INFORMATION

The following are general suggestions for tenants:

- Tenants should carefully read the whole lease and understand their obligations under the lease before signing it. If they do not understand a provision in the lease, they should ask the landlord to explain the provision, and if necessary, rewrite the provision in the lease to make it clear.
- Tenants should remember that a written lease is an agreement between the tenant and the landlord. If there is something important to the tenant, they should make sure it is written into the lease before signing it.
- When tenants move into a rental unit, they should make a list of all of the existing defects in and damage to the apartment. Tenants should provide the landlord with a copy of the list, and if possible, get the landlord to acknowledge the list by signing it. Tenants also should keep a copy of the list for their records. This will protect tenants in the event the landlord claims that any of the defects or damages on the list were caused by the tenant.
- Tenants should get a receipt from the landlord for all security deposits and rental payments and keep the receipts until they have satisfied all of their obligations under the lease, even if they are not living in the apartment (e.g., they have moved but are still obligated to pay rent under the lease). The landlord is required by law to give the tenant a receipt for all cash payments, which includes payment by check.
- All notices, agreements, understandings, changes, and complaints should be made in writing and should be dated and signed. Tenants should keep a copy of all written items given by the tenant to the landlord or received by the tenant from the landlord.
- Tenants should make sure that the landlord has their correct mailing address, including a forwarding mailing address, when they move out of the apartment. Many of the tenant protections under the laws contain notice requirements. If the landlord gives the tenant written notice at “the last known address” (which may not be the current address), the landlord may have satisfied their obligation under the law even if the tenant never received the notice.
- Tenants are responsible for their guests and their behavior. For example, tenants will be held responsible for all damage to their apartment and any disturbance caused by their guests. For example, if the tenant's guest brings a dangerous

pet to the tenant's apartment or the property on which it is located and the pet threatens or harms the landlord or other tenants, the tenant will be held responsible.

- Pine Tree Legal Assistance has more resources at [ptla.org](http://ptla.org).

## NON-DISCRIMINATION

Landlords may not refuse to show or rent a unit or impose different terms or conditions on the basis of protected classes. This law does *not* apply to rental of: 1) a two-family dwelling, one unit of which is occupied by the owner; 2) the rental of 4 or less rooms of a one-family dwelling which is occupied by the owner; or 3) the rental of any dwelling owned by a religious corporation to its members, unless the discrimination is based on race, color, or national origin.

Landlords are required to allow physically disabled tenants to modify their apartments so they may fully enjoy the premises. Tenants may be required to restore the interior of the premises to their original condition when they vacate the unit.

Landlords may restrict the number of occupants based upon the size of the unit, but any restriction must be consistent with applicable local, state, and federal restrictions.

Landlords generally may not refuse occupancy because a tenant requires the aid of an assistive animal unless the building consists of two units, one of which is occupied by the owner.

For further information or to make a complaint, tenants should contact:

### Maine Human Rights Commission

State House Station 51  
Augusta, Maine 04333  
Tel. 207-624-6290 or Maine Relay 711  
[maine.gov/mhrc](http://maine.gov/mhrc)

or

### HUD Regional Office of Fair Housing and Equal Opportunity

Thomas P. O'Neill Jr. Federal Building  
10 Causeway Street, Room 5531  
Boston, Massachusetts 02222  
Tel. 617-994-8300 or 1-800-827-5005 (voice),  
or MassRelay 711  
[hud.gov/offices/fheo](http://hud.gov/offices/fheo)

Tenants may have further rights under local ordinances.

### OTHER LANDLORD OBLIGATIONS

*Lead Hazards* - See information in this guide about landlord obligations concerning lead hazards.

*Energy Efficiency* - A tenant who will be paying energy costs has the right to get information on the last 12 months of energy use from the energy supplier(s). Before a tenant enters into a contract or pays a deposit to rent or lease a property, the landlord shall provide the energy efficiency disclosure statement, obtain a signature, and keep a copy on file for three years. The standard disclosure form is posted on the Maine Public Utilities Commission's website at [maine.gov/mpuc](http://maine.gov/mpuc).

*Radon Testing* - Landlords are required to have the air in each building with rental units tested for the presence of radon. Landlords must report test results to the Department of Health and Human Services (DHHS) within 30 days. The disclosure to tenants and DHHS must include the results of the test, the date of the test, that the tenant has the right to test, and a reference to where the tenant can get more information about radon. Tenants explicitly have the right to test for radon. If a tenant and the landlord get different results, the landlord may hire a professional and must disclose the new test results. The landlord also may choose to accept the tenant's results. The failure of a landlord to disclose test results or the falsification of records by a landlord is considered a breach of the state's Warranty of Habitability Act. A lease may be terminated within 30 days' notice in accordance with current law by a landlord or tenant if the results exceed 4.0 picocuries per liter. A landlord may not retain a security deposit for termination based on radon test results. See the DHHS website for more information, [maine.gov/dhhs](http://maine.gov/dhhs).

*Smoke Detectors and Carbon Monoxide Detectors* - Landlords are required to provide working smoke detectors and carbon monoxide detectors at the time a property or unit is rented. Tenants are required to keep the batteries in the detectors charged and to test the detectors. Tenants are prohibited from disabling the smoke detectors. Landlords are required to repair or replace a smoke detector or carbon monoxide detector if a tenant provides written notice to the landlord that the detector is not working properly.

*Smoking Policies* - Landlords are required to provide written notice to tenants and potential tenants about whether or not smoking is allowed. The notice must state whether smoking is prohibited

on the premises, allowed on the premises, or allowed in limited areas. If the landlord allows smoking in limited areas, the notice must identify where smoking is allowed. A landlord may notify a tenant of the smoking policy in a written lease agreement, or provide a separate written notice. The landlord must provide this written notice before a tenant enters into a contract or pays a deposit to rent or lease the property.

*Bed Bugs* - Bed bugs are becoming much more common in Maine. MaineHousing has developed a fact sheet for renters, available at [mainehousing.org/bed-bugs-fact-sheet](http://mainehousing.org/bed-bugs-fact-sheet). For more information regarding bed bugs, see also [ptla.org](http://ptla.org) and [mainepublichealth.gov](http://mainepublichealth.gov)

# HOME ENERGY ASSISTANCE PROGRAM (HEAP)

HEAP is a federally funded program that helps with home heating bills, based on household income and size.

The Emergency Crisis Intervention Program (ECIP) may provide emergency fuel deliveries between November 1 and April 30 each year.

For more information, or to apply, applicants may contact their local Community Action Agency serving their area listed below.

## PROGRAM AGENTS

### ANDROSCOGGIN AND OXFORD COUNTIES

#### **Community Concepts, Inc.**

240 Bates Street  
Lewiston, ME 04240  
Tel. 207-795-4065 or 1-800-866-5588;  
Fax 207-784-6882

### AROOSTOOK COUNTY

#### **Aroostook County Action Program**

771 Main Street, P.O. Box 1116  
Presque Isle, ME 04769  
Tel. 207-768-3053 or 1-800-585-3053; Fax 207-768-3021

### CUMBERLAND COUNTY

#### **The Opportunity Alliance**

222 St. John Street  
Portland, ME 04102  
Tel. 207-553-5900 or 1-800-698-4959;  
Maine Relay 711; Fax 207-553-5976

### FRANKLIN COUNTY

#### **Western Maine Community Action**

20B Church Street, P.O. Box 200  
East Wilton, ME 04234  
Tel. 207-645-3764 or 1-800-645-9636;  
Fax 207-645-3270

### KENNEBEC, LINCOLN, SAGADAHOC, AND SOMERSET COUNTIES

#### **Kennebec Valley Community Action Program**

97 Water Street  
Waterville, ME 04901  
Tel. 207-859-1500 or 1-800-542-8227; Fax 207-872-6747

### KNOX COUNTY

#### **Penquis Community Action Program**

315 Main Street, Suite 205  
Rockland, ME 04841  
Tel. 207-596-0361; Fax 207-594-2695

### PENOBCOT AND PISCATAQUIS COUNTIES

#### **Penquis Community Action Program**

262 Harlow Street, P.O. Box 1162  
Bangor, ME 04402-1162  
Tel. 207-973-3630; Maine Relay 711;  
Fax 207-973-3699

### WALDO COUNTY

#### **Waldo Community Action Partners**

9 Field Street, P.O. Box 130  
Belfast, ME 04915  
Tel. 207-338-3025 (HEAP) or 1-800-498-3025;  
Fax 207-930-7324

### WASHINGTON AND HANCOCK COUNTIES

#### **Downeast Community Partners**

248 Bucksport Road  
Ellsworth, ME 04605  
Tel. (HEAP) 207-664-2424 or 207-546-7544  
or 1-800-828-7544 (from 8:00 - 12 noon);  
Fax 207-664-2430

### YORK COUNTY

#### **York County Community Action Corp.**

6 Spruce Street, P.O. Box 72  
Sanford, ME 04073  
Tel. 207-324-5762 or 1-800-965-5762; Maine Relay 711;  
Fax 207-490-5023



## LEAD HAZARDS

Lead poisoning is one of the most serious health issues facing Maine children and their families. Lead-based paint is found in a significant number of homes in Maine built before 1978. Lead poisoning can cause serious and even permanent health problems, and is particularly dangerous to children under 6 years old. Remodeling and repair projects may create serious household lead poisoning risks. A large number of all lead poisoned children in Maine live in homes that have been renovated, or are currently being renovated.

Half of all children poisoned by lead in Maine live in rental housing. Most of the lead poisonings that occur in rental properties are due to paint in poor condition. Helpful facts, figures, and homeowner and renter prevention tips can be found at [maine.gov/dhhs](http://maine.gov/dhhs)



## LEAD-RELATED REQUIREMENTS

Landlords, property management companies, real estate agencies, and home sellers are required by state and federal law to inform potential occupants of the known presence of lead-based paint in pre-1978 housing.

Before signing a lease the landlord must disclose known lead-based paint and lead-based paint hazards and provide available written reports if applicable. The landlord must provide the pamphlet titled "Protect Your Family from Lead in Your Home." This pamphlet can be found at [epa.gov/lead/protect-your-family-lead-your-home](http://epa.gov/lead/protect-your-family-lead-your-home).

Any child who is identified through lead screening as having an elevated blood lead level is reported to Maine Center for Disease Control and Prevention (Maine CDC). Maine CDC then has an inspection conducted to determine the source of the lead poisoning, including an inspection of the housing unit the poisoned child lives in. If lead-based substances in "poor" condition are identified, Maine CDC will provide notice to the tenants and the landlord. After notice the landlord has 30 days to remove, replace, or securely and permanently cover the substance in accordance with rules adopted by the Maine Department of Environmental Protection. Lead abatement work must be completed by a licensed lead abatement contractor. For more information, see [maine.gov/lead](http://maine.gov/lead)

A landlord may not evict a tenant because of a lead hazard in the apartment. The landlord is required to move the tenant to a substitute unit, pay for moving expenses, and pay for any rental charges in excess of the tenant's current expenses while the lead hazard is addressed.

For information about lead poisoning prevention, please contact the Maine Center for Disease Control and Prevention, Childhood Lead Poisoning Prevention Program, 207-287-4311 or 1-866-292-3474.

### MAINEHOUSING'S LEAD PROGRAMS

MaineHousing works with Maine's Community Action Agencies to fund lead abatement work for owners of rental units and single-family households that meet specific requirements.

The programs provide up to \$30,000 to eligible owner occupied single-family homeowners, and up to \$15,000 per unit with a 10 unit maximum per landlord for lead abatement. Landlords must commit to reserving units for low-income tenants for 3 years as well as prioritizing renting to families with children under six or families with a pregnant person. For more information or to determine eligibility, homeowners and landlords may contact the organization serving their county.

#### **Aroostook County Action Program**

Tel. 207-768-3023 or 1-800-432-7881

*Serving Aroostook County*

#### **City of Biddeford**

(207) 284-9115 Option #6

*Serving Biddeford*

#### **City of Lewiston**

207-739-6575

*Serving Lewiston*

#### **City of Portland**

207-874-8983

*Serving Cumberland County*

#### **Community Concepts, Inc.**

207-743-7716 or 1-800-866-5588

*Serving Androscoggin, Franklin, Oxford, and York counties*

#### **Penquis Community Action Program**

Tel. 207-973-3500 or 1-800-215-4942

*Serving Hancock, Kennebec, Knox, Lincoln, Penobscot, Piscataquis,*

*Sagadahoc, Somerset, Waldo, and Washington Counties*

## ADDITIONAL INFORMATION

### CODES AND ORDINANCES

Consumers should check with the local town office or city hall first for information on codes and ordinances.

For specific codes, consumers may visit [maine.gov/professionallicensing](http://maine.gov/professionallicensing) or:

#### Office of Professional and Occupational Regulation

Tel. 207-624-8603 or Maine Relay 711

### PROPERTY TAX & RENT REFUND PROGRAM

Maine residents may be eligible to receive a limited reimbursement on their property tax or rent paid on their apartment. Residents may contact their local town office or city hall or:

#### Maine Revenue Services

[maine.gov/revenue/taxrelief](http://maine.gov/revenue/taxrelief)

Tel. 207-626-8475

### EARNED INCOME TAX CREDIT (EITC)

The EITC is a refundable federal income tax credit for low to moderate income working individuals and families. For more information on the EITC contact your local IRS Office.

### SMOKE FREE HOUSING

The Smoke-Free Housing Coalition of Maine offers information regarding smoke-free housing, tenant and landlord resources, and a listing of smoke-free housing in Maine. To find out more, consumers may visit their website at [breatheeasymaine.org](http://breatheeasymaine.org).

## ASSISTANCE FOR PEOPLE WITH DISABILITIES

For information, services, and products that create opportunities for people with disabilities to live independently, consumers may contact:

#### Alpha One Services Statewide

[alphaonenow.org](http://alphaonenow.org)

PO Box 1870

Portland, ME 04104

Tel. 800-640-7200

### MAINE KIDS-KIN

Maine Kids-Kin provides services for grandparents, aunts, uncles, siblings, cousins, and extended family who are raising relatives' children.

[maine-kids-kin.org](http://maine-kids-kin.org)

Tel. 207-941-2347

## ASSISTANCE FOR OLDER ADULTS

Area agencies on aging provide information and resources for older adults in Maine. Consumers may contact:

#### Maine's Agencies on Aging

[maine.gov/dhhs/oads/community-support/resource-centers.html](http://maine.gov/dhhs/oads/community-support/resource-centers.html)

Tel. 1-877-353-3771

[maine.gov/dhhs/oads/get-support/older-adults-disabilities/area-agencies-on-aging](http://maine.gov/dhhs/oads/get-support/older-adults-disabilities/area-agencies-on-aging)

## ASSISTANCE FOR VETERANS

**Veterans Benefits Administration** - for questions concerning veteran benefits, compensation, insurance, and vocational rehabilitation, consumers may contact:

VAM & ROC

1 VA Center

Togus, ME 04330

Tel. 1-800-827-1000 or Maine Relay 711

## ADDITIONAL INFORMATION

**Veterans Health Administration** - for homeless veteran health, mental health, and domiciliary care services, contact:

VAM & ROC  
1VA Center  
Togus, ME 04330  
Tel. 207-623-8411 or 1-877-421-8263

### Veterans Services

National Veteran's Call Center  
Tel. 1-877-424-3838  
[va.gov/homeless/nationalcallcenter.asp](http://va.gov/homeless/nationalcallcenter.asp)  
[va.gov/homeless/index.asp](http://va.gov/homeless/index.asp)

## LEGAL RESOURCES

### Legal assistance for low-income persons:

#### Pine Tree Legal Assistance:

[ptla.org](http://ptla.org)

#### ANDROSCOGGIN, FRANKLIN, AND OXFORD COUNTIES

95 Park Street, 3rd Floor, Lewiston  
Tel. 207-784-1558 or Maine Relay 711

#### AROOSTOOK COUNTY

373 Main Street, Presque Isle  
Tel. 207-764-4349 or Maine Relay 711

#### CUMBERLAND, SAGADAHOC, AND YORK COUNTIES

88 Federal Street, Portland  
Tel. 207-774-8211 or Maine Relay 711

#### HANCOCK AND WASHINGTON COUNTIES

13 Cooper Street, Machias  
Tel. 207-255-8656 or Maine Relay 711

#### KENNEBEC, KNOX, LINCOLN, AND SOMERSET COUNTIES

39 Green Street, Augusta  
Tel. 207-622-4731 or Maine Relay 711

#### PENOBCOT, PISCATAQUIS, AND WALDO COUNTIES

115 Main Street, 2nd Floor, Bangor  
Tel. 207-942-8241 or Maine Relay 711

#### Pine Tree Native American Unit, Machias

Tel. 1-877-213-5630

#### Pine Tree Farmworker Unit, Bangor

Tel. 207-942-0673

### Additional legal resources:

#### Disability Rights Center

[drcme.org](http://drcme.org)

Statewide Hotline, Tel. 1-800-452-1948 or Maine Relay 711

#### Immigrant Legal Advocacy Project

[ilapmaine.org](http://ilapmaine.org)

Tel. 207-780-1593

#### Lawyer Referral and Information Services

[mainebar.org/page/attorneyrequest](http://mainebar.org/page/attorneyrequest)

Tel. 1-800-860-1460

#### Legal Services for Maine Elders

[mainelse.org](http://mainelse.org)

Statewide Hotline, Tel. 1-800-750-5353

#### Maine Equal Justice Partners

[mejp.org](http://mejp.org)

Tel. 207-626-7058 or 1-866-626-7059

#### Maine Human Rights Commission

[state.me.us/mhrc](http://state.me.us/mhrc)

Tel. 207-624-6290 or Maine Relay 711

#### Maine Volunteer Lawyer's Project

[vlp.org](http://vlp.org)

Southern Maine

Tel. 1-800-442-4293

Northern Maine:

Tel. 1-888-956-4276

#### State Attorney General's Office

[state.me.us/ag](http://state.me.us/ag)

Tel. 207-626-8849, 207-626-8800 or 1-800-436-2131

or email [consumer.mediation@maine.gov](mailto:consumer.mediation@maine.gov)

For a copy of "Consumer Rights When You Rent An Apartment", "Consumer Rights When You Live In A Mobile Home", or the "Model Landlord-Tenant Lease," consumers may call 207-626-8861. Callers should leave a message with their name, address and publication needed.

### To search Maine statutes online:

go to [mainelegislature.org/legis/statutes/search.htm](http://mainelegislature.org/legis/statutes/search.htm)

**DEPARTMENT OF HEALTH  
& HUMAN SERVICES (DHHS)**

**Augusta District Office**

35 Anthony Avenue  
Augusta, ME 04333-0011  
Tel. 207-624-8000 or 1-800-452-1926 or Maine Relay 711

**Bangor District Office**

19 Maine Avenue  
Bangor, ME 04401  
Tel. 207-561-4100 or 1-800-432-7825 or Maine Relay 711

**Biddeford District Office**

407 Alfred Street, Suite A-1  
Biddeford, ME 04005  
Tel. 207-286-2400 or 1-800-322-1919 or Maine Relay 711

**Calais District Office**

338 North Street, Suite 1  
Calais, ME 04619  
Tel. 207-454-2417 or 1-800-622-1400 or Maine Relay 711

**Caribou District Office**

30 Skyway Drive, Unit 100  
Caribou, ME 04736  
Tel. 207-493-4000 or 1-800-432-7366 or Maine Relay 711

**Ellsworth District Office**

17 Eastward Lane  
Ellsworth, ME 04605  
Tel. 207-664-1400 or 1-800-432-7823 or Maine Relay 711

**Farmington District Office**

114 Corn Shop Lane  
Farmington, ME 04938  
Tel. 207-778-8400 or 1-800-442-6382 or Maine Relay 711

**Fort Kent District Office**

139 Market Street  
Fort Kent, ME 04743  
Tel. 207-834-1000 or 1-800-432-7340 or Maine Relay 711

**Houlton Regional Office**

11 High Street  
Houlton, ME 04730  
Tel. 207-532-5000 or 1-800-432-7338 or Maine Relay 711

**Lewiston Regional Office**

200 Main Street  
Lewiston, ME 04240-7098  
Tel. 207-795-4300 or 1-800-482-7517 or Maine Relay 711

**Machias District Office**

38 Prescott Drive, Suite 3  
Machias, ME 04654  
Tel. 207-255-2000 or 1-800-432-7846 or Maine Relay 711

**Portland District Office**

151 Jetport Boulevard  
South Portland, ME 04106  
Tel. 207-822-2000 or 1-800-482-7520 or Maine Relay 711

**Rockland District Office**

91 Camden Street  
Rockland, ME 04841  
Tel. 207-596-4200 or 1-800-432-7802 or Maine Relay 711

**Sanford District Office**

890 Main Street, Suite #208  
Sanford, ME 04073  
Tel. 207-490-5400 or 1-800-482-0790 or Maine Relay 711

**Skowhegan District Office**

98 North Avenue, Suite 10  
Skowhegan, ME 04976  
Tel. 207-474-4800 or 1-800-452-4602 or Maine Relay 711

**South Paris District Office**

243 Main Street, Suite #6  
South Paris, ME 04281  
Tel. 207-744-1200 or 1-888-593-9775 or Maine Relay 711



For more information contact:

MaineHousing  
26 Edison Drive  
Augusta, Maine 04330-6046  
207-626-4600,  
1-800-452-4668, or  
Maine Relay 711  
[mainehousing.org](http://mainehousing.org)

Maine State Housing Authority ("MaineHousing") does not discriminate on the basis of protected classes under the applicable federal and state nondiscrimination laws, in the admission or access to, or treatment in, its programs and activities and in employment. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances:

Kelley Stonebraker  
Maine State Housing Authority  
26 Edison Drive, Augusta, ME, 04330-6046,  
Tel.: 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711,  
Email: [EqualAccess@mainehousing.org](mailto:EqualAccess@mainehousing.org)

