

Low or No Heat in Rental Properties

Renters in the City of Minneapolis must have access to heat from October 1 to May 15.

WHAT DOES THE ORDINANCE SAY?

The owner of every building containing habitable rooms must provide heating facilities that are properly installed, safely maintained, and in good working condition. From October 1 to April 30, heating systems must be capable of maintaining a minimum temperature of 68°F. From May 1-May 15 and September 15-September 30, the minimum temperature is 65°F ([MCO 244.430](#)).

WHAT DOES THIS MEAN FOR LANDLORDS?

You are responsible for maintaining safe, functional heating facilities in your rental properties, regardless of who pays the heating bill. If a tenant notifies you that they have no heat or low heat, take immediate action to restore heat. Be sure that tenants know how to reach you or a property manager when emergency repairs are needed.

If the heat cannot be restored right away, provide two UL approved temporary heat sources to each occupied rental unit. No more than two temporary heat sources may be used in each unit, and no extension cords or outlet adaptors may be used. Do not use stoves or ovens for temporary heat. Rental property owners who do not provide safe, functional heating facilities are subject to administrative fines and adverse action against their rental license.

WHAT DOES THIS MEAN FOR TENANTS?

If your heat isn't working, notify your landlord or property manager immediately. If the heat cannot be restored right away, the landlord should provide each occupied unit with two UL approved temporary heating sources. No extension cords or outlet adaptors may be used with the temporary heating sources. Do not use your stove or oven for temporary heat.

If the landlord or property manager does not take immediate steps to restore heat, you can report it to the City and an inspector will respond to you on the same day. Call 311 or 612-673-3000 to report no heat or low heat from 7 a.m. to 7 p.m. on weekdays and 8 a.m. to 4:30 p.m. on weekends. Outside of 311 hours, call 911 to report low heat or no heat. The 311 agent or 911 dispatcher will take your contact information, and an inspector will contact you to set up an inspection as soon as possible.

RESOURCES

If you have questions about your rights as a tenant, call HOME Line at 612-728-5767 or Legal Aid at 612-334-5970.

If you need a warm place to stay, call the Hennepin County Shelter Team at 612-348-9410 to discuss your options. After 4:30pm or on weekends, call 651-291-0211 to be referred to the after-hours shelter team.

If you are a homeowner or renter and you need assistance with heating costs, call your energy provider to request a payment plan under the Cold Weather Rule, or call the Energy Assistance Program at 952-930-3541.

If you are a homeowner, landlord, or renter and you want to learn how to make your home more energy-efficient, visit www.minneapolismn.gov/sustainability/take-action.

For reasonable accommodations or alternative formats, please call the Regulatory Services Accessibility Line at 612-673-3221, or email RegulatoryServicesADALine@minneapolismn.gov. People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users call 612-673-2157 or 612-673-2626. Para asistencia 612-673-2700 - Rau kev pab 612-673-2800 - Hadii aad Caawimaad u baahantahay 612-673-3500.