

## Resources for Renters and Homeowners in Bernalillo County

This list includes information on the following: **lead paint, bedbugs, mold, smoke detectors, water leaks, and inadequate heating** (or any concerns with furnace). *Information on resources for unincorporated areas of the county is at the end of this info sheet.*

### Lead Paint

NM DOH Epidemiology has one 24/7 hotline/helpline, **(505) 827-0006**, with an on-call epidemiologist (for either infectious diseases question or environmental health question). You will be transferred to an environmental epidemiologist for questions about lead (in paint) or carbon monoxide in home (or receive a call back in approx. 15 minutes).

For good information about lead paint and link to publications/resources at NM Dept. of Health website: <https://nmhealth.org/search/?keyword=lead&search=search>

### Bedbugs/German Roaches Problem

- If you are a renter in a multi-unit rental housing unit or are staying in a motel that has a problem with bedbugs or small German roaches (not the large roaches that are often found outside) and the problem is not resolved, you can call 311 to lodge a complaint or ask for info and advice.
- If you don't get a call back in a timely manner, call the City Environmental Health Dept. **Urban Biology** directly: 505-452-5304. Dept. staff will contact the landlord/motel manager and may inspect multi-unit rental housing, including motels, after a report of bedbugs or German cockroaches. They will do an initial inspection (and check adjoining units for the problem), then do follow up inspections until the infestation is gone or the threshold limit is reached (e.g., a few roaches).

### Mold

**City of ABQ Environmental Health** (under City of ABQ Planning Dept.): 505-768-2632. They do not do mold tests, but can refer you to a local, private environmental lab or company to do a mold test. Cost is approx. \$35-\$50 for a mold test at a private lab. (Make sure they are licensed and bonded). They can also answer questions about mold. Or visit their website for info:

<https://www.cabq.gov/environmentalhealth/mold>

### Smoke Detectors

- **Dept. of Senior Affairs**, 505-764-6400 for 60+only. Dept. staff will check smoke detectors to see if they work and they may install smoke detectors
- Instructions found in Google search for testing a smoke detector: Press and hold the test button on the smoke detector. It can take a few seconds to begin, but a loud, ear-piercing siren should emanate from the smoke detector while the button is pressed. If the sound is weak or nonexistent, replace your batteries. You can stand on a chair or ladder to reach the smoke detector with your hand, or you can use a broom handle to push the button. Some detectors will turn off on their own after a few seconds, while others may be turned off by pushing the test button again.



## Water Leaks

### Renters:

- Talk to your landlord first about the water leak.
- If you are income eligible (200% of poverty level), call New Mexico Legal Aid at (833) 545-4357 for advice.
- If the problem still is not resolved, you can call 311 to make a complaint. If you have any questions about resolving the leak (or do not get a call back from your 311 call), you can call the City of Albuquerque Code Enforcement (under City of ABQ Planning Dept.): 505-924-3450 (you can ask for Katrina).

Homeowners: See “Home Rehabilitation” below (and “Dept. of Senior Affairs” if you are a senior 60+).

## Home Rehabilitation

- **Albuquerque Housing Authority** has zero funds for home rehabilitation at this time.
- City of Albuquerque **Office of Neighborhood Revitalization** (within the Dept. of Family & Community Services), 505-767-5825. Home Owner Rehabilitation Program is not currently available and will not have funding for at least a year. (They had three income-based loan programs).
- **Bernalillo County Housing Department (BCHD) Home Rehabilitation Program**, 505-314-0208, only for unincorporated areas of Bernalillo County. To apply and be placed on a waitlist, visit the website: <http://web.bernco.sks.com/community-services/for-homeowners.aspx>
- **City of Albuquerque Dept. of Senior Affairs** has a new retrofit program for City of Albuquerque residents (those who reside within city limits). The Department was only offering this to those 60+ years old. They are now able to provide retrofit items to seniors (60+) **and** individuals under 60 years old. Items include steps; modified step; rubber ramp; aluminum ramp; constructed ramp; grab bars; exterior handrails; interior bannister rails; raised toilet seat with rails; toilet safety frame; and walk-in tub retrofit kits. The only requirements are that they are a homeowner, file taxes, have a valid NM ID, and meet income guidelines. Call 505-764-6400 for more info. See section below for all other services offered by the Dept. of Senior Affairs.
- *See last section of this document for (BCHD) Home Rehabilitation Program*, which is only for homeowners in the unincorporated areas of Bernalillo County.

## City of Albuquerque Dept. of Senior Affairs – most services are for seniors (60+)

If you or your client calls the Dept. of Senior Affairs number, 505-764-6400, leave your name and number for call-back. They will usually return your call same day or next day.

<https://www.cabq.gov/seniors>

For homeowners who occupy their home who are 60+ (no income limit)

- Once a year union plumbers will turn on heat for 75 homes (best to start calling the Dept. in early September); 1-story homes only.
- Dept. staff will turn on swamp coolers for a limited number of households (best to start calling in April) and turn them off in the fall (best to start calling in early September); 1-story homes only.
- Dept. staff will weatherize doors and windows; may replace window glass, screens.
- Dept. staff will check to see if smoke detectors are working and may be able to install them; they will also change lightbulbs and fix door knobs.
- Dept. staff will do minor home repairs (e.g., wall patching, leaky or clogged faucet or toilet; minor sewer back-up) but not electrical work or anything that would require a licensed professional.
- Dept. staff *do not* fix or replace appliances.

- Once a year they will do yard work around your home (within 15 feet of your home); weed spraying if requested; many people request yard work in the spring or fall (raking leaves).
- They will do painting outside only to preserve the wood.

*Home retrofit* for homeowners or renters (must live in Bernalillo County but can live outside ABQ city limits): wheelchair ramps; walker steps, grab bars, raised toilets, bedside commodes, bed rails.

### Homeowner Assistance by Non-Profits

**Sawmill Community Land Trust**, 505-764-0359, <http://www.sawmillclt.org> Grant funding beginning Nov. or Dec. 2017. Taking applications now. Will assist homeowners who reside in home with emergency situations only, in their dwelling area (not garage); will allocate up to \$5,000 per household once during a 3-year period for emergency repairs:

- Repair roof if damage causes water leak(s) into home (but not replace roof)
- Main water line repair
- Gas line repair
- Water heater repair or replace
- Front and back doors – repair or replace
- Minor window repair (if broken) but not replace
- Heating/cooling issues

Eligibility is 80 AMI (Area Median Income).

**Central New Mexico Housing**, 505-345-4949, <http://www.centralnmhousing.org> serves northern New Mexico counties, including Bernalillo and Sandoval. Long wait list (a year or longer) even for high priority applicants. Application online. Will conduct an energy audit, the goal of which is for the home to lose less energy and to lower the household's energy bills: will test furnace, water heater and refrigerator and inspect insulation, windows and exterior doors; will repair or replace if needed. Will replace shower heads. Will not check the oven/stove.

### City of Albuquerque Planning Department Zoning & Code Enforcement Divisions

**Zoning Division:** 505-924-3857 or 505-924-3850

#### Code Enforcement:

- Talk to your landlord first about a problem you think violates a code. If you are income eligible (200% of poverty level), call New Mexico Legal Aid for advice at (833) 545-4357.
- If problem is not resolved and you think it is a code violation, you can call 311 to make a complaint. If you have any questions about a possible code violation (or you do not get a call back from your 311 complaint call), you can call the **City of Albuquerque Code Enforcement** (under City of ABQ Planning Dept.): 505-924-3450 (ask for Katrina).

### For residents of unincorporated areas of Bernalillo County only (outside City of Albuquerque):

**Bernalillo County Health Protection Department**, 505-314-0310, only for homeowners who live in the unincorporated areas of Bernalillo County. Food safety, illegal dumping on or near own property

**Bernalillo County Natural Resources**, 505-848-1500, only for homeowners who live in the unincorporated areas of Bernalillo County. Septic tanks, wastewater systems, well water. Can't do water testing, but can direct you to where you can get water testing (e.g., wells). Holds water safety fairs and gives talks about wastewater and wells.

**Bernalillo County Housing Department (BCHD) Home Rehabilitation Program**, 505-314-0208, only for homeowners who live in the unincorporated areas of Bernalillo County. To apply and be placed on a waitlist, visit the website: <http://web.berncosks.com/community-services/for-homeowners.aspx>

**Questions? Comments? Suggestions? Contact [Karen@ShareNM.org](mailto:Karen@ShareNM.org)**