



WELCOME TO BOSTON!

A resident guide to City services



Dear Neighbor,

Welcome to Boston! This City of Champions with a revolutionary spirit is striving everyday to be the greenest city in America, a city for everyone—and we're thrilled to welcome you home. Whether you're putting down roots or rediscovering them, moving can be daunting. That's why we created this guide to help you explore our historic neighborhoods, beautiful parks and playgrounds, and the many vibrant communities and cultural spaces that bring Boston to life.

From the nation's first public school, public park, public library—and first pub!—Boston has a long history of leading the way, because our residents have always been leaders. We're so proud to call you one of them. In this guide, you'll find ways to plug into your community and connect with your neighbors. You'll also learn about tenants' rights and responsibilities, transportation options, services available to Boston residents, and opportunities to get involved in our neighborhoods and local government.

I'm grateful that you're joining us here in Boston, and can't wait to meet you!



Welcome home,

A handwritten signature in black ink that reads "Michelle Wu". The script is fluid and cursive.

Michelle Wu
Mayor of Boston

TABLE OF CONTENTS

Boston 311	1
Waste Reduction	1
Food Access And Security	4
Housing In Boston	4
Public Health And Wellness	8
Public Safety	9
Transportation	10
Experience Boston	11
Creating An Accessible Boston	13
Civic Engagement	14
Supporting Immigrant Communities	15
Boston Map	16



BOSTON 311

Boston 311 is the Constituent Service Hotline, open 24/7 ready to assist with any and all non-emergency city services and information requests. When you are not sure what to do regarding missed trash, street lighting issues, potholes, landlord issues, just call 311 or use the mobile app and we will make sure it gets to the right department. Our job is to help the City respond quickly, track requests, and maintain a clean and livable neighborhood.

CONNECT WITH BOSTON 311

- Download the Boston 311 app
- Call **617-635-4500** or **311** within Boston limits
- Visit **boston.gov/311**
- Follow us on Instagram **@BOS311** or on Bluesky **@311.boston.gov**

BOS: 311 IPHONE



BOS: 311 ANDROID



WASTE REDUCTION

CODE ENFORCEMENT

The Code Enforcement Police enforce state and City sanitary codes to ensure quality of life for our residents. Go to **boston.gov/codeenforcement** to avoid a penalty.

TRASH AND RECYCLING

Download the Trash Day app to view trash and recycling schedules for your neighborhood. Learn more at **boston.gov/TrashDay** programs at **boston.gov/zero-waste**

TRASH AND RECYCLING

Remember, trash must be placed curbside after 5 p.m. the night before collection day or by 6 a.m. on collection day. Failure to follow these regulations can result in a code enforcement fine. Learn more about all waste reduction programs at boston.gov/zero-waste

COMPOSTING

Learn about Boston's curbside food scrap collection and composting programs at boston.gov/food-waste

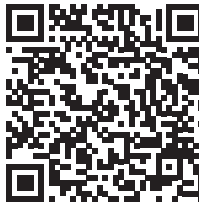
Learn about yard waste collection at boston.gov/yard-waste

Download the **Trash Day app** to view trash and recycling schedules for

TRASH DAY APP IPHONE



TRASH DAY APP ANDROID



MATTRESS PICKUP

Recycling mattresses is a state requirement as of November 1, 2022. The City of Boston does not collect mattresses or box springs with your curbside trash. You must schedule an appointment for curbside pickup. The City only collects mattresses from residents who live in buildings with six units or fewer. If you live in a building with more than six units, you will need to contact your property manager for proper mattress disposal.

Mattresses that are soiled or infested must be bagged. All mattresses must be placed curbside by 6 a.m. on the day of scheduled pickup. Learn more at boston.gov/mattress

SPECIAL ITEM COLLECTION

Boston offers a special item collection for up to 10 items per household per year. This is for appliances with Freon (like fridges, freezers, and ACs) and electronics with cathode ray tubes (like TVs, computer monitors, and laptops).

You must schedule an appointment for pickup, and all items must be intact and placed curbside after 5 p.m. the night before collection or by 6 a.m. on the appointment day. Doors and food must be removed from fridges and freezers.

Learn more at **boston.gov/specialitem**

CLOTHING & TEXTILE RECOVERY

The state of Massachusetts banned textiles from disposal in November 2022. In compliance with this policy, the City of Boston provides textile collection bins across the City and offers curbside appointments for clothing, textiles, and small household items. To find drop-off bins or to schedule a collection appointment visit

boston.gov/textiles

FOOD ACCESS AND SECURITY

Find food resources across Boston and receive referrals for help to apply for food-related benefits. Text 'FOOD' to **617-579-8238** or visit **boston.gov/food-justice**

COMMUNITY ENGAGEMENT CABINET

Our cabinet leads the City of Boston's work towards eliminating silos between Boston residents and City Hall. Our goal is to better connect neighborhood services, community engagement and policy making. We want to improve how Boston includes community voices in its work. We plan to create a new model for prioritizing constituents and neighborhood services in government affairs.

Our cabinet is made up of:

- the Office of Neighborhood Services
- the Office of Civic Organizing
- SPARK Boston
- Boston 311

SUBSCRIBE TO YOUR NEIGHBORHOOD NEWSLETTER



Mayor's Office of Neighborhood Services

Our office provides a forum for both groups and individuals to express concerns, request services and extend opinions. We also serve to disseminate information and facilitate delivery of City services. We encourage, facilitate, and maximize resident input and participation in all aspects of government.

Each neighborhood in Boston has a designated liaison who attends community meetings, assists residents with city services, shares important information directly with neighborhoods and helps the City respond to emergencies. There is also a faith-based advisor who supports all faith communities in Boston.

Connect with our team at **boston.gov/ons**

FAITH-BASED INITIATIVES

The City of Boston's advisor for faith-based initiatives works to build partnerships among the faith community, city departments, and community organizations on behalf of the Mayor, aiming to uplift faith traditions within Boston.

Learn more about faith-based initiatives at **boston.gov/ons**

HOUSING IN BOSTON

We're committed to building an affordable, accessible and climate-resilient housing future for all Boston residents. Stay updated with Boston's housing vision and programs at **boston.gov/housing**

RESOURCES FOR TENANTS

Your rental unit must meet certain requirements, including but not limited to:

- Adequate exits
- Functional carbon monoxide and smoke detectors
- Heating
- Kitchen and bathroom facilities
- Visible contact information of the property owner
- No dangerous defects
- Pest free
- Free of garbage, trash and debris

If your unit fails to meet certain requirements, call **311** (within Boston limits).

TENANT RIGHTS AND RENTAL SUPPORT

File a housing discrimination complaint by calling **617-635-2500** or visit **boston.gov/fair-housing**

If you are at immediate risk of becoming unsheltered or need help navigating a housing crisis, call **617-635-4200** or visit **boston.gov/housing-stability**



RENTSMART BOSTON

Prospective tenants can gain a more complete picture of the homes and apartments they are considering renting. Learn more at rentsmart.boston.gov

RESOURCES FOR UNSHELTERED PERSONS

If you are currently experiencing homelessness, access a list of resources including shelter and housing support at boston.gov/homeless-resources

Find day and evening shelters, recovery resources and wellness services for unsheltered individuals at boston.gov/unsheltered-resources

SET UP UTILITIES

Electric

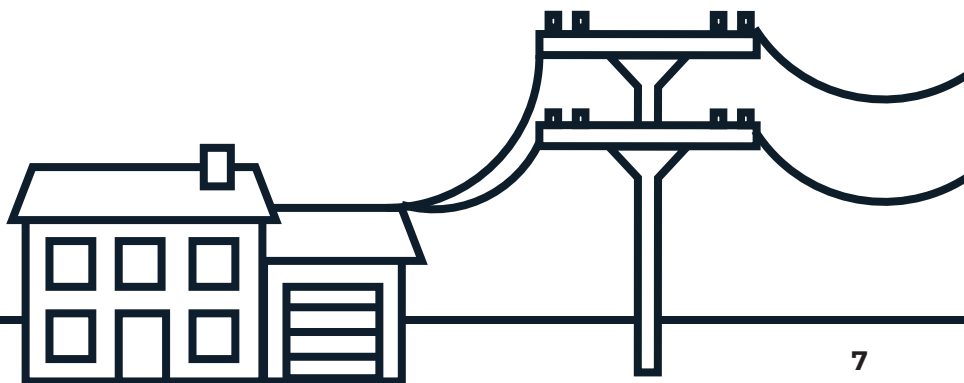
- Eversource: call **800-592-2000** or visit eversource.com/content/ema-c
- Boston Community Choice Electricity: visit boston.gov/BCCE

Gas

- National Grid: **800-322-3223** or visit nationalgridus.com/MA-Gas-Home/

Cable

- Comcast: call **800-COMCAST** or visit xfinity.com/learn/internet-service
- RCN: call **800-748-4726** or visit astound.com/dc-metro/
- Verizon: call **800-VERIZON** or visit verizon.com



PUBLIC HEALTH AND WELLNESS

The Boston Public Health Commission (BPHC) works in partnership with communities to protect and promote the health and wellbeing of all Boston residents, especially those impacted by racism and systemic inequities. BPHC offers a wide range of services and programs that support individuals and families, including mental health services, family programming and community-based resources. Our goal is to create healthier neighborhoods by addressing the root causes of health disparities. To learn more, call

617-534-5395 or visit **boston.gov/BPHC**.

RECOVERY SERVICES

BPHC offers recovery and harm reduction services to address substance use disorder. Call **617-534-2730** or visit

boston.gov/recovery

MAYOR'S HEALTH LINE

All residents, regardless of immigration status, can access free, confidential, multilingual health and wellness information services by calling **617-534-5050** or visiting **boston.gov/BPHC-MHL**



PUBLIC SAFETY

Boston is reimagining public safety to center a public health and community-involved approach. If you are in need of immediate assistance, call **9-1-1**.

ALERTBOSTON

Receive emergency notifications from the City of Boston by text, phone call, or email. Sign up at **boston.gov/AlertBoston**

FIRE SAFETY

Keep charcoal grills on the ground, away from buildings and only use propane tanks on first-floor porches with steps to the ground.

Learn more at **boston.gov/fire**

SAFETY HAZARDS AT HOME

Avoid safety hazards by locking all doors/windows and maintaining balconies, roofs and decks. Report non-emergency safety hazards to Boston 311.

EMERGENCY AND CRISIS PREVENTION RESOURCES:

- Neighborhood Trauma Team Network Hotline for people impacted by community violence at **617-431-0125**
- The Dee Kennedy Family Justice Center of Boston provides direct services to people affected by and/or exposed to domestic violence, sexual assault, abuse, and/or exploitation. Call **617-779-2100** or visit **boston.gov/dee-kennedy-justice-center**
- Boston Medical Center's Violence Intervention Advocacy-Program (VIAP) helps survivors of community violence heal from physical and emotional trauma. Call **617-414-4926** or visit **bmc.org/violence-intervention-advocacy-program**
- Bridge Over Troubled Waters provides services for unsheltered, runaway and at-risk youth (ages 14-24). Walk-ins are welcome at 47 West Street, Boston, MA 02111. Call **617-423-9575** or visit **bridgeotw.org/gethelp**

TRANSPORTATION

Boston is committed to providing reliable, affordable and accessible public transportation options to help you travel around the city.

MBTA

The Massachusetts Bay Transportation Authority offers accessible subway, commuter rail, bus and ferry service throughout Boston! Service on routes **23, 28, and 29 is free now through February 28, 2026**. This program is funded by the City of Boston. For schedule and fare information, visit **MBTA.com**

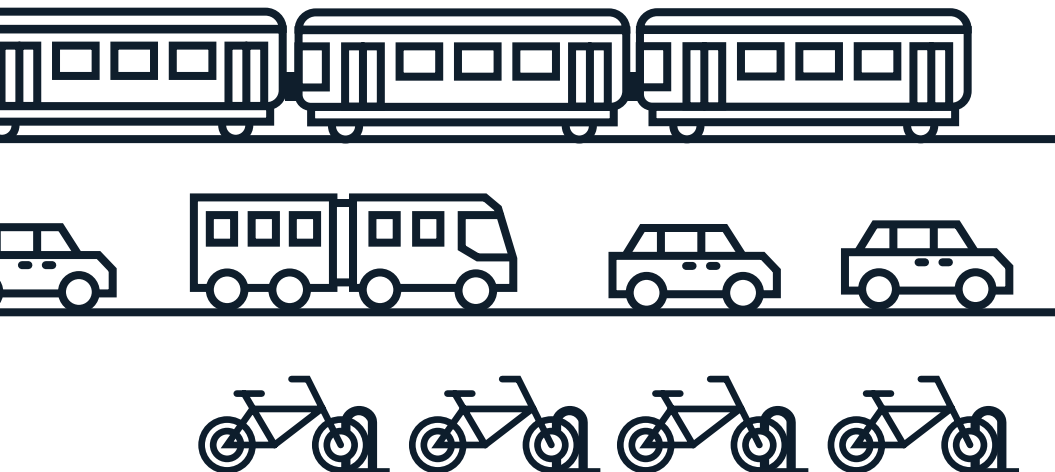
The RIDE paratransit is also available for eligible residents, learn more at **MBTA.com/TheRIDE**

BIKING

Our public bike share, Bluebikes, is available across greater Boston. You can purchase a membership or a single trip. Income-based discounts are available. Learn more at **boston.gov/bluebikes**

PARKING

Boston offers a variety of parking options depending on the neighborhood. Learn more and apply for parking permits at **boston.gov/parking**



EXPERIENCE BOSTON

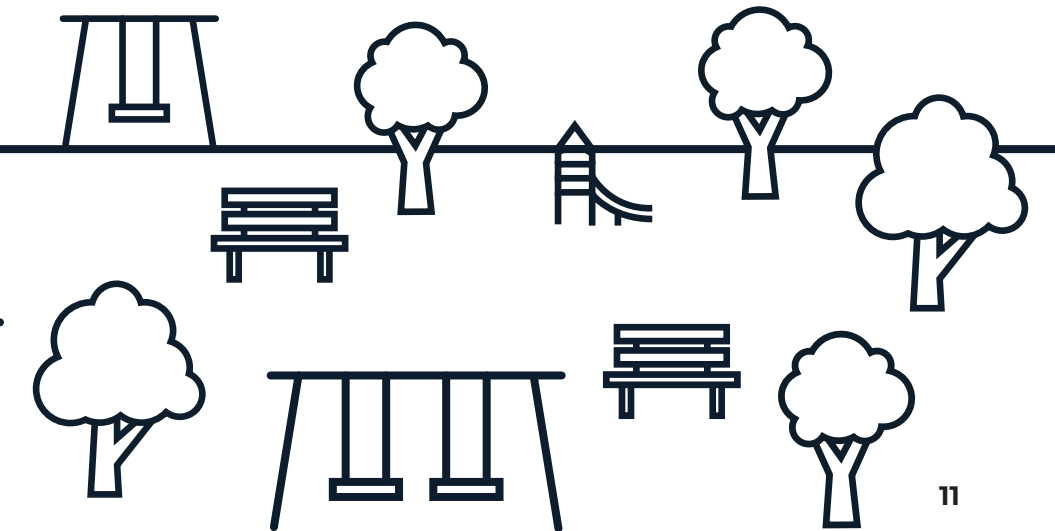
Boston is a cultural hub of activities and green spaces. From neighborhood block parties to art museums to historic green spaces, there's something for everyone to enjoy!

- Visit our beloved parks and playgrounds at **boston.gov/parks-and-playgrounds**
- Check out other activities at **boston.gov/visiting-boston**
- Find your local BCYF at **boston.gov/bcyf**

BOSTON FAMILY DAYS

Boston Family Days is an extraordinary public-private partnership between the City, corporate and philanthropic partners, and 21 of our City's leading cultural institutions to help Boston school-aged children feel at home in places that can expand their learning and show them the world.

Through Boston Family Days, all students who live in Boston (grades K-12 and Boston Pre-K) and two guests can explore 14 cultural institutions for free on the first and second Sunday of each month until December 2026. Every first and second Sunday of the month, Boston families can visit many of Boston's world-class cultural institutions for free through Boston Family Days. Learn more at **boston.gov/familydays**



FIND YOUR LOCAL COMMUNITY CENTER

Boston Centers for Youth and Families' purpose and services have been influenced and shaped by those they serve - Boston's youth and families. As the City of Boston's largest human service agency, they manage over 30 facilities, including community centers and pools. BCYF's provide residents with meaningful relationships, essential programs, and vital community resources.

Find your local BCYF at **boston.gov/bcyf**

VISIT YOUR LOCAL LIBRARY

The Boston Public Library's branches are wonderful community spaces available across the city. They offer a wide range of activities and services for everyone, all for free. Stop by your neighborhood branch where you can:

- Register for a library card to get access to all the library's books, videos, and music
- Attend events and classes, such as ESOL classes, children's story times, and more
- Get help with job searches and career growth
- Get internet access and tech help
- And much more!

Learn about the Boston Public Library at **BPL.org**

CREATING AN ACCESSIBLE BOSTON

In partnership with our Commission for Persons with Disabilities, Boston is building a city that is inclusive of everyone. Learn more at [**boston.gov/disability**](https://boston.gov/disability)

AVAILABLE RESOURCES AND SERVICES:

- You can file an Americans with Disabilities Act complaint if you think the City has discriminated against you because of a disability. You can learn more about how to report disability discrimination in the City of Boston, or to file a grievance at [**boston.gov/ada-grievance**](https://boston.gov/ada-grievance)
- The Disability Commission Advisory Board is an advisory group of Boston residents that keeps the City's Commission for Persons with Disabilities updated on issues of importance in the local disability community. Monthly meetings are open to the public and a schedule can be found here at [**boston.gov/disability-advisory-board**](https://boston.gov/disability-advisory-board)
- Request ADA curb ramp installation or repair at [**boston.gov/curb-requests**](https://boston.gov/curb-requests)
- Need accessible parking? Please find on-street accessible parking spots for vehicles with HP/DV placards can be found using this map located at [**boston.gov/accessible-parking**](https://boston.gov/accessible-parking)
- If eligible, you can apply to have an On-Street Accessible Parking (OSAP) spot on your street. Applications can be submitted online, by mail, or in person. Learn more about the OSAP application process at [**boston.gov/accessible-parking-spot**](https://boston.gov/accessible-parking-spot)
- Sign up for the Disability Commission weekly newsletter to learn about disability access in Boston at [**boston.gov/disability**](https://boston.gov/disability)
- Boston uses an Accessible Electronic Voting system that allows voters to independently and privately submit their ballot via a secure electronic delivery system. This system is compatible with screen readers. To access it, you must first submit a complete Vote by Mail application to your local election official. Boston residents make requests through the Boston Election Department.

CIVIC ENGAGEMENT

Your voice matters! Join us in building a Boston where we all can thrive. Learn about collaborative community engagement programs at **boston.gov/civic-organizing**

ELECTIONS AND VOTING

Make your voice heard by voting in local, state and federal elections. Learn more at **boston.gov/elections**

CONNECT WITH YOUR REPRESENTATIVES

City Council

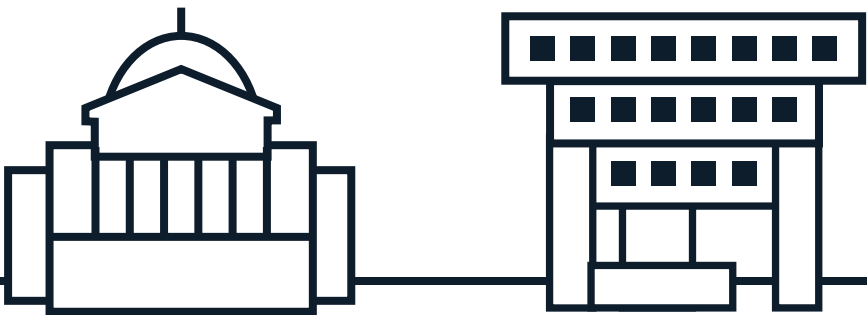
Find out who your City Councilor is at **boston.gov/city-council**

Neighborhood Liaison

Contact your liaison directly by calling **617-635-3485** or visit **boston.gov/ons**

SPARK Boston

Young adults make up nearly 40% of Boston's population. Join like-minded residents aged 20-35 to plan for Boston's future through SPARK Boston. Get involved at **boston.gov/spark**



SUPPORTING IMMIGRANT COMMUNITIES

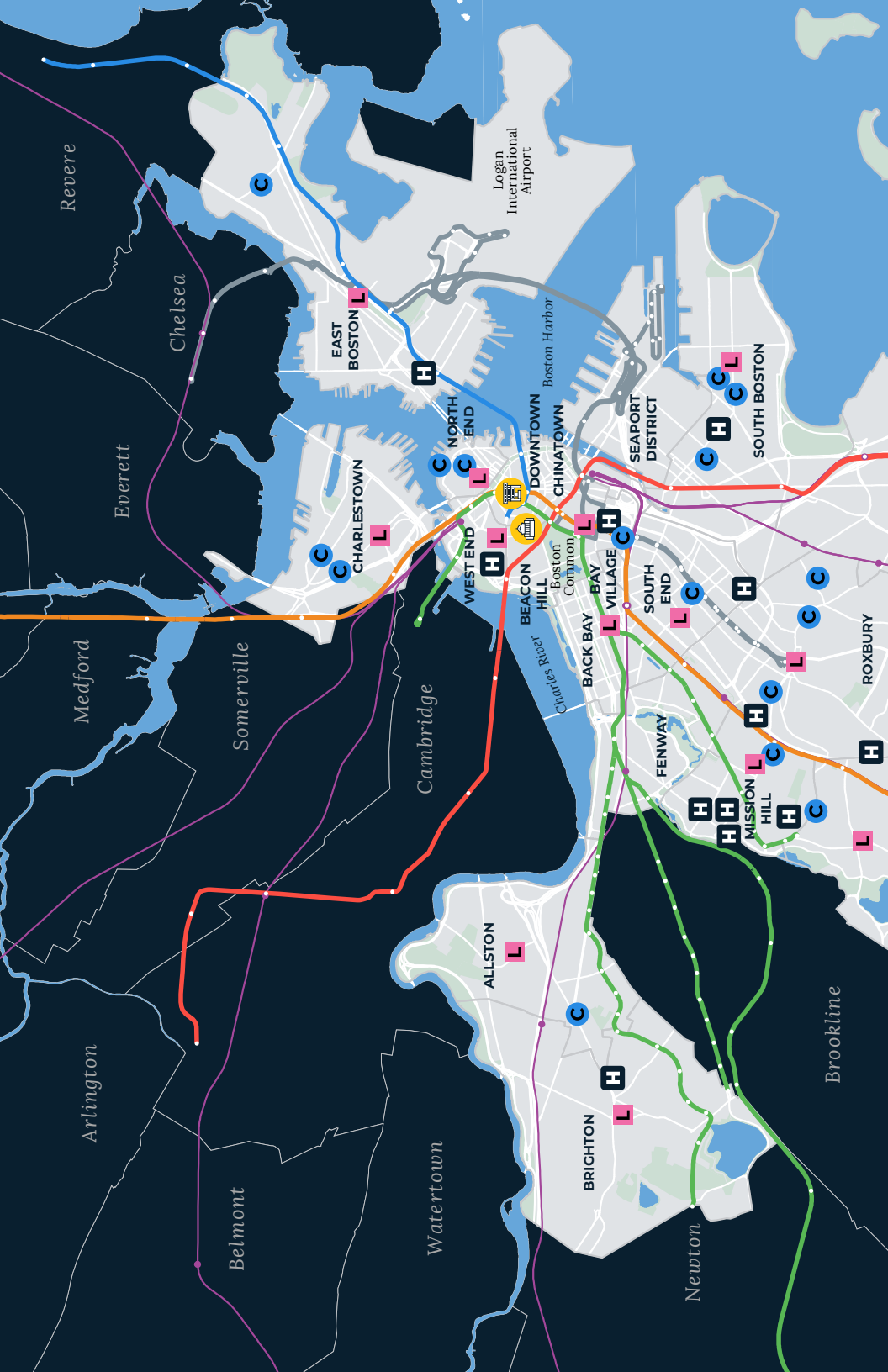
The Mayor's Office for Immigrant Advancement (MOIA) strengthens immigrants' ability to fully and equitably participate in Boston's economic, civic, social and cultural life. It also promotes recognition and public understanding of immigrants' contributions to the City.

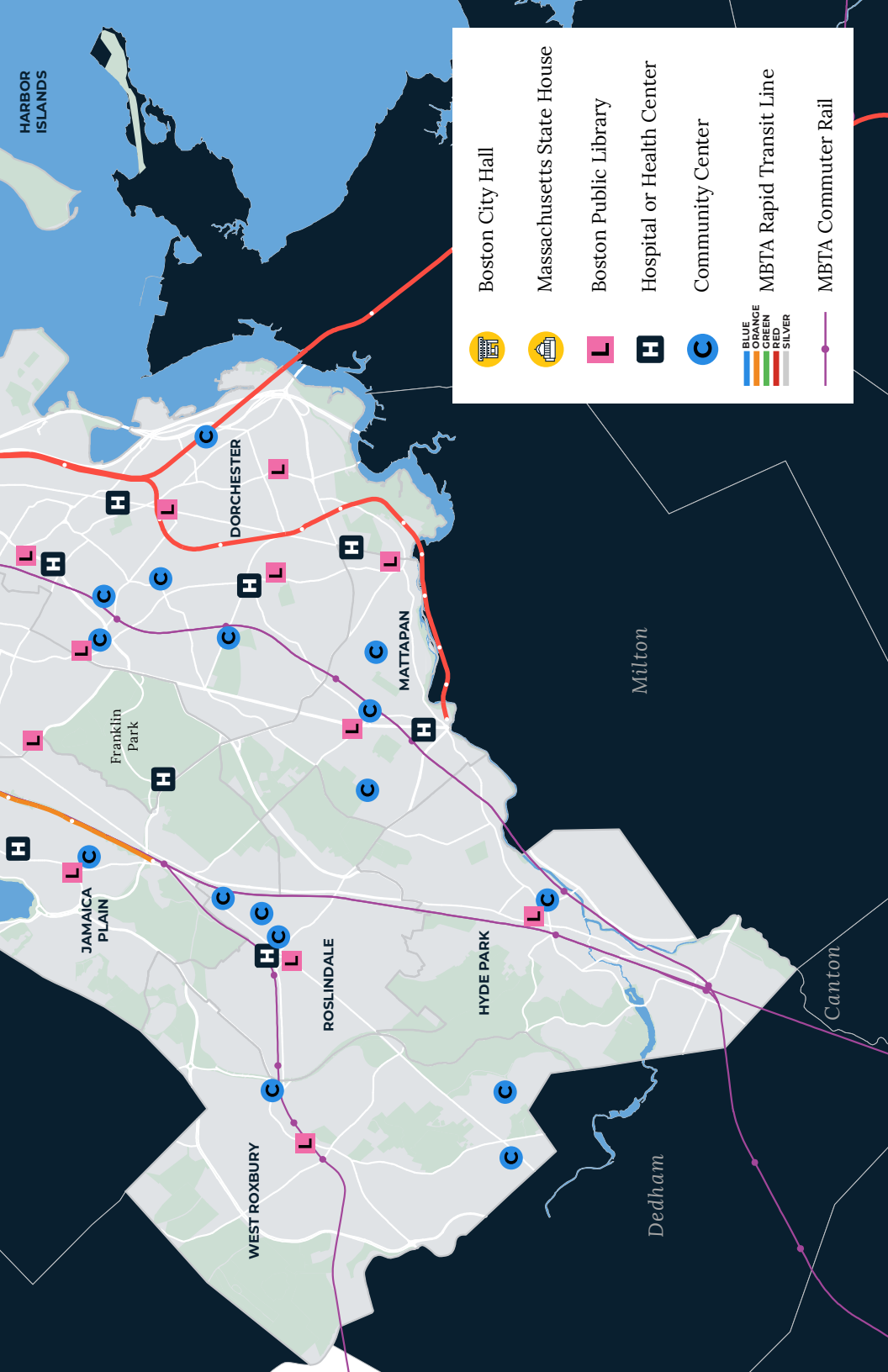
MOIA understands concerns and requests for resources to support our immigrant residents. To offer assistance, City residents can also email MOIA's Constituent Services team at **immigrantadvancement@boston.gov** for help.

Boston is committed to advocating and supporting immigrant communities across the city. Visit **boston.gov/immigrants** or call **617-635-2980**. Interpretation is available.

AVAILABLE RESOURCES AND PROGRAMS:

- Free 15-minute phone immigration consultations for Boston residents to speak with volunteer lawyers. Please be advised that the City is not responsible for any advice received and cannot guarantee the sufficiency, accuracy or confidentiality of any information shared before or during the consultation.
- Monthly Community Office Hours are available at the Boston Public Library's East Boston and Codman Square branches to connect to MOIA and other City services.
- Immigrants Lead Boston: a program for adults already involved in their community who want to gain leadership skills.







JOIN US ONLINE!



Follow City of Boston @CityOfBoston

Follow Mayor Michelle Wu @MayorWu



Scan the QR code to view
the digital version of the
guide in up to 11 languages
including English

