
OLR Bill Analysis

sSB 369

AN ACT ESTABLISHING VARIOUS REQUIREMENTS REGARDING ELEVATORS.

SUMMARY

This bill imposes several elevator-related maintenance, repair, and other duties on owners of a “residential elevator building,” which the bill defines as any building in Connecticut that is wholly or partly used for residential purposes with at least one elevator used by people with disabilities to enter or exit any floor above or below the ground floor, including a garage. (The bill does not specify who determines if a building has an elevator used for these purposes or how this determination is made.)

Buildings located on municipal- or state-owned property and any building or structure undergoing remodeling, restoration, repair, or renovation under a current building permit are expressly excluded from being considered “residential elevator buildings.”

The bill makes the Department of Administrative Services (DAS) responsible for enforcing its provisions, establishes related procedures, authorizes the department to issue citations for violations and relocate tenants at the owner’s cost, and sets fines of up to \$250 per day for violations. It also requires all funds collected by DAS from enforcement to be deposited into a separate, non-lapsing elevator account that the bill creates.

EFFECTIVE DATE: October 1, 2026

DUTIES OF RESIDENTIAL ELEVATOR BUILDING OWNERS

The bill requires residential elevator building owners to:

1. provide 24 hours’ advance written notice of any scheduled elevator maintenance,

2. conduct scheduled maintenance on each elevator according to industry standards and the manufacturer's recommended maintenance,
3. properly and adequately maintain and repair each elevator to prevent any elevator from becoming or staying inoperable,
4. install a fire department key box approved by the municipality's fire department on the exterior of each residential elevator building, and
5. repair any inoperable elevator.

Under the bill, a "fire department key box" is a secure, wall-mounted safe that stores keys or access cards and allows fire departments and first responders immediate access to commercial or residential buildings during emergencies without forcing entry.

An owner is deemed to have failed to repair an inoperable elevator if the:

1. elevator is inoperable for more than 48 consecutive hours or there are more than two instances of the elevator being inoperable for any period of time in any consecutive 30-day period, and
2. owner is unable to demonstrate that the (a) delay in repair is due to circumstances beyond the owner's control; (b) owner has a valid elevator service contract that provides access to a 24-hour service line; and (c) owner has agreed to pay for any loss of earned income, equivalent alternative housing, and moving costs, as applicable, for all tenants with disabilities and their families residing in the residential elevator building until the repairs are complete.

Required Signage

The bill additionally requires residential elevator building owners to post specific signage inside and outside each elevator as close as possible to the elevator's call buttons, but not higher than 60 inches from

the floor. The sign must be at least eight and one-half inches by 11 inches in size and, in a sans-serif-type font at least 24 points in size, state the following:

If this elevator is not working and it is an emergency, dial 911. If it is not an emergency and you do not have access to another working elevator for at least forty-eight consecutive hours, call (THE APPLICABLE MUNICIPALITY) at (THE APPLICABLE PHONE NUMBER).

Si este elevador no funciona y es una emergencia, marque el 911. Si no es una emergencia y no ha tenido acceso a otro elevador en funcionamiento durante al menos cuarenta y ocho horas consecutivas, llame a (THE APPLICABLE MUNICIPALITY) al (THE APPLICABLE PHONE NUMBER).

Required Notice

By November 1, 2026, and annually after, the bill requires each residential elevator building owner to notify all their current tenants in writing of tenants' rights under the bill. It also requires owners to give a notice about these rights to each tenant whenever the tenant executes a lease with the owner.

ENFORCEMENT

DAS Responsibilities

The bill requires DAS to enforce the bill's provisions and investigate complaints. It authorizes the department to:

1. order any owner to correct violations,
2. issue citations for violations,
3. bring about the removal or abatement of a violation, and
4. relocate tenants at the owner's cost if it determines that it is needed because the owner failed to repair an inoperable elevator (see above).

Addressing Violations

To address violations under the bill, DAS must first notify the violating residential elevator building owner in writing about the violation by personal service or by certified mail to the owner's last known address, return receipt requested.

If the owner fails to correct or abate the violation within two calendar days after receiving the notice from DAS, the department must serve a written civil citation on the owner (with specified information; see below) and may issue fines up to \$250 for each day a violation continues after the owner's receipt of the citation. However, if the owner, within the two-day period, demonstrates that the violation occurred because of a casualty loss for which insurance is available and the owner needs additional time to correct the violation, DAS may instead issue a written stay of the citation's enforcement and any fines imposed against the owner.

Under the bill, a stay must be expressly conditioned upon the violation being corrected within a specified period of time of no more than 30 days. A stay may be extended for up to 60 days, at the department's discretion, if the owner requests it in writing within the time period for correcting the violation. If the conditions of a stay are not met by the required deadline, the stay must be terminated, all fines assessed against the owner must be enforced, and the department must serve the citation upon the owner by personal service or by certified mail to the owner's last known address, return receipt requested.

Civil citations must give the owner the following information:

1. the allegations made against the owner and the amount of any fines imposed for, and costs incurred because of, the violation;
2. that the owner may contest liability at a hearing conducted by DAS according to the Uniform Administrative Procedure Act (UAPA) by delivering written notice in person or by mail to the department within 10 calendar days after receiving the citation; and

3. that if the owner does not demand a hearing, the owner will be deemed to have admitted liability and the department may enforce the citation without further notice.

Owners who receive a civil citation may admit liability for the alleged violation and pay DAS the full amount of any fine and costs due, and these payments are inadmissible in any proceeding, civil or criminal, to establish a person's conduct. Alternatively, owners may contest liability at a hearing DAS conducts under UAPA by delivering written notice in person or by mail to the department within 10 calendar days after receiving the citation. If an owner does not request a hearing within the 10-day period, a DAS hearing officer may enter a default if the officer finds notice was proper and the owner is liable.

For contesting owners that request a hearing, DAS, presumably, must give them written notice of the date, time, and place for their hearings. Under the bill, hearings must be held between 15 and 30 days after the date DAS delivers its written notice, and hearing officers must issue a written decision stating the reasons for the action taken.

Hearing decisions may be appealed to Superior Court and must be started within 30 days after the decision is issued.

Elevator Account

The bill creates an "elevator account" as a separate, non-lapsing account and requires it to contain any money required by law to be deposited into it, including all the funds DAS collects enforcing the bill. The bill additionally requires DAS to use the account's funds for carrying out the bill's provisions.

COMMITTEE ACTION

Public Safety and Security Committee

Joint Favorable

Yea 19 Nay 10 (03/17/2026)