

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Fourth Quarter of 2022

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# BACKGROUND

- This quarterly report has been prepared pursuant to **Local Law 161 of 2017** and covers the fourth quarter of 2022.

# OFFICE OF THE TENANT ADVOCATE

## Inquiries & Complaints

The number of complaints received by the Office of the Tenant Advocate (OTA) and a description of such complaints:

- This quarter, OTA received **644 inquiries**; those complaints resulted in **257 inspections** by DOB's Multiple Dwelling Inspection Unit (MDI) and/or other DOB Enforcement units and **352 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the Multiple Dwelling Unit (MDI) is currently performing such inspection within **.597 days** of the date of referral.

# OFFICE OF THE TENANT ADVOCATE

## Inquiries received by OTA primarily include:

- Work Without a Permit complaints
- Failure to comply with Tenant Protection Plan (TPP) or unsafe construction complaints
- Failure to post a TPP Notice or Safe Construction Bill of Rights complaints
- Insufficient TPPs; **and**
- Inquiries pertaining to Department processes (*i.e., how to post or deliver TPPs*)
- Questions about the TPP Special Inspection requirement

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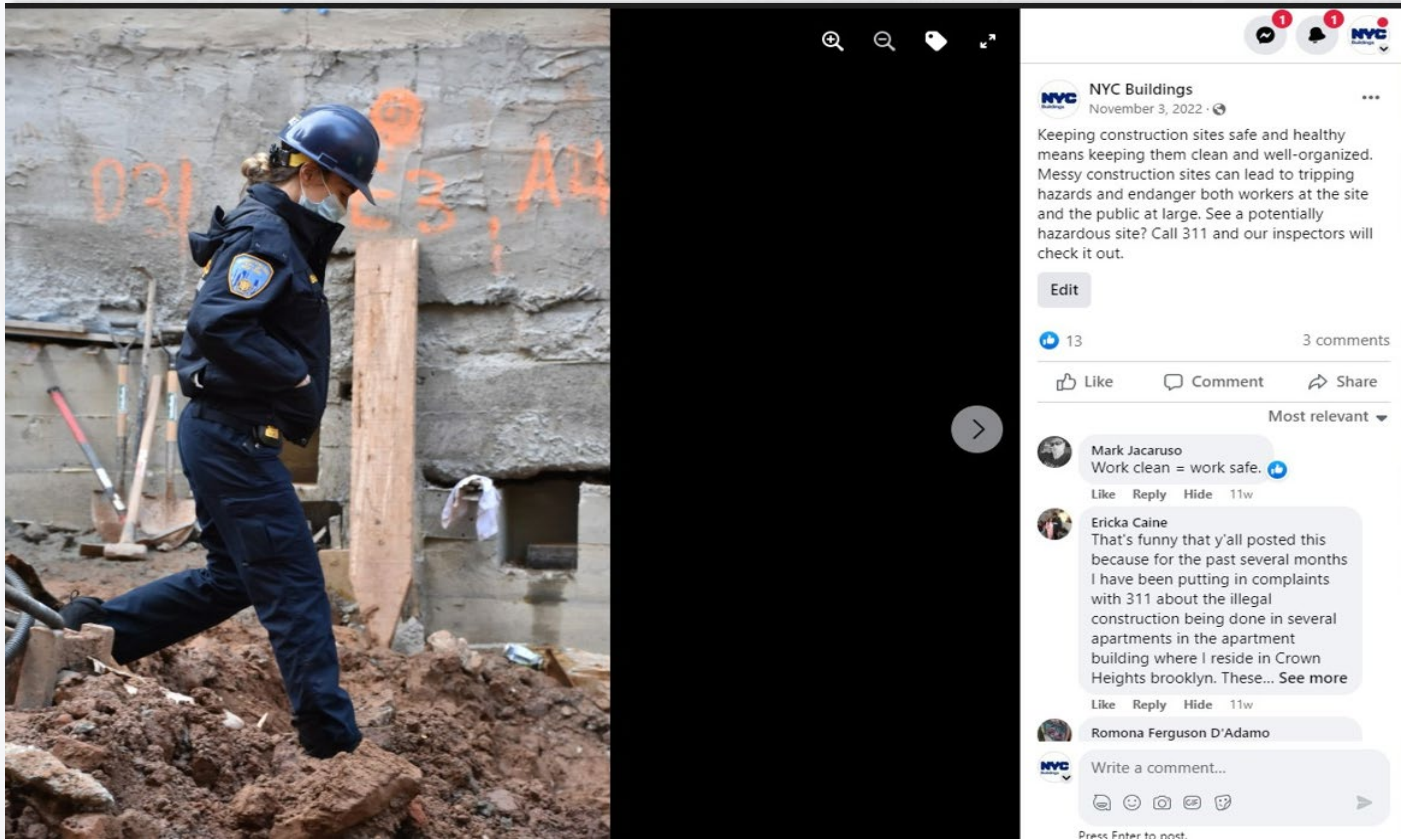
## Tenant Communication Efforts

The following describes OTA's communication efforts to Tenants:

- OTA interacts with tenants on a regular basis. OTA's contact information is listed on the Department's website, which allows the public to contact OTA directly. OTA can be reached at [tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov) or **(212) 393-2949**.
- OTA also serves as a resource to community-based organizations, City, State and federal elected officials, and government agencies.
- OTA participates in the bi-monthly North Brooklyn Housing Task Force with local community groups, elected officials and City agencies.

# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts



# OFFICE OF THE TENANT ADVOCATE

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Living in a building that is undergoing renovation can be a pain, but conditions should never present hazards to occupants. DOB works to help minimize the impact of construction on tenants through the Office of the Tenant Advocate (OTA) 🧑🏻

Learn more: [on.nyc.gov/3NtnCsQ](https://on.nyc.gov/3NtnCsQ)



**LANDLORDS USING CONSTRUCTION AS A FORM OF TENANT HARASSMENT IS ILLEGAL.**

**TO FILE A COMPLAINT CALL 311 AND ASK FOR DOB'S OFFICE OF THE TENANT ADVOCATE.**

Renters have rights, including not being intimidated or harassed by landlords. Construction can be used as a form of tenant harassment. This can include cutting off essential services like heat, hot water, or gas and doing excessively noisy work at odd hours. The Office of the Tenant Advocate, Enforcing tenants' rights when landlords are wrong.


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Construction can be noisy, dusty and disruptive, living in a building that is undergoing renovation or construction can be difficult, but conditions should never be dangerous or present hazards to occupants.

DOB works to help minimize the impact of construction on existing tenants through the Office of the Tenant Advocate (OTA). If you think your landlord is using construction as a form of harassment, file a report with 311 and OTA will investigate!

Learn more: <https://on.nyc.gov/3NtnCsQ>



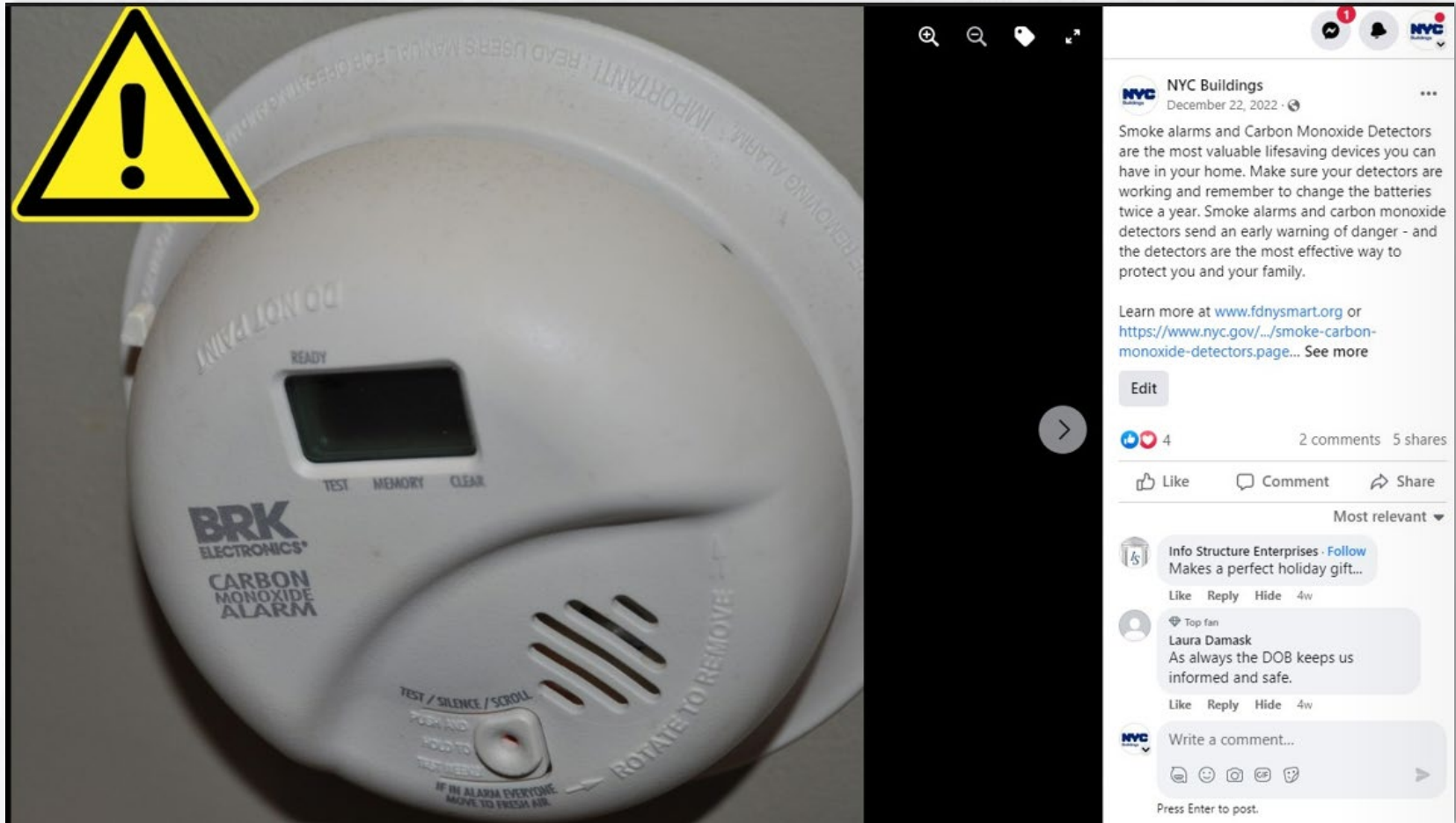
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## Tenant Safety Inspections

The number of inspections conducted by the Multiple Dwelling Unit (MDI) related to tenant harassment and TPP compliance are as follows:

- This quarter, MDI **conducted 75 inspections\*** stemming from tenant harassment complaints, resulting in **50 violations/summonses** and **6 Stop Work Orders (SWOs)**.
- Additionally, **159 proactive MDI TPP compliance inspections** resulted in **2 violations** for unsafe conditions.

*\*includes OTA referrals*

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## Tenant Safety Inspections

*(continued)*

- **199 six-month re-inspections for TPP compliance** resulted in **0 violations**.
- Finally, as a result of **188 proactive inspections**, **10 violations** and **3 SWOs** were issued to contractors who are listed on the Department of Buildings' published watch list for contractors found to have performed work without a required permit in the preceding two years.



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