

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

## Fourth Quarter of 2021

build safe | live safe

**NYC**<sup>™</sup>  
Buildings

# BACKGROUND

- This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the fourth quarter of 2021.



# 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 **734 inquiries**; those complaints resulted in **242 inspections** by the DOB Office of the Buildings Marshal (OBM) or other DOB Enforcement units and **292 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within **.675 days** of the date of referral

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## Inquiries received by the OTA primarily include:

- Work Without a Permit complaints
- Failure to comply with Tenant Protection Plan complaints
- Failure to post a Tenant Protection Plan Notice or Safe Construction Bill of Rights complaints
- Insufficient Tenant Protection Plans; and
- Inquiries pertaining to Department processes (i.e. how to post or deliver tenant protection plans).



# OFFICE OF THE TENANT ADVOCATE

## OTA Tenant Communication Efforts

Following is a description of the communication efforts OTA made to Tenants:

- OTA interacts with members of the public, including tenants, on a regular basis. OTA's contact information is listed on the Department's website, which allows the public to contact OTA directly. Contact OTA at [tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov) or at (212) 393-2949.
- OTA also serves as a resource to community-based organizations, City, State and federal elected officials, and government agencies.

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## OTA Tenant Communication Efforts

(continued)



**Housing Conservation Coordinators**  
&  
**West Side Neighborhood Alliance**  
PRESENT:  
**The 16th Annual West Side Tenants' Conference**

December 4th & 5th, 2021 on zoom!  
RSVP: <http://bit.ly/tenantsconference2021>

Keynote speakers:  
Assemblymember Linda Rosenthal  
Leah Goodridge, Mobilization for Justice

Workshops on:  
- Anti-warehousing and Frankenstein!  
- REPAIRS: How do you get them? Where do you start?  
-421a!! / Affordable Housing and much more!

For more info Please Contact  
WSNAinfo@hcc-nyc.org  
or  
call -212-541-5996

**WEST SIDE**  
neighborhood alliance

**Housing Conservation Coordinators**

SCAN ME

- OTA participates in community meetings, tenant meetings, and information sessions as requested.
- On December 5, 2021, OTA presented at the Housing Conservation Coordinators' & West Side Neighborhood Alliance's 16<sup>th</sup> annual conference to discuss *Repairs: How do you get them?*



# OFFICE OF THE TENANT ADVOCATE



NYC Buildings @NYC\_Buildings · Oct 18, 2021

🚧🚧🚧🚧 Upcoming Event For Brooklyn Tenants

DOB's Office of the Tenant Advocate (OTA) will be in Bed-Stuy, Brooklyn, this Thursday, October 21, along with our partners @NYCHousing, @MayorsPEU, and @CMAlickaASamuel, @rcorneyjr and Brooklyn CB3 for a tenant resource clinic.

Join the NYC Department of Housing Preservation & Development, and Partners for a:

## Tenant Resource Clinic



**Thursday, October 21, 2021**  
4:00 pm - 6:30 pm  
Restoration Plaza  
1368 Fulton Street  
Brooklyn, NY 11216  
Fulton St Stop on A C trains

**1 ON 1 ASSISTANCE WITH**

- + Tenant harassment & eviction
- + Tenants' rights and resources
- + Emergency Rental Assistance
- + Credit score repair assistance
- + Legal services and more

To make an accommodation request, please email [accessibility@hpd.nyc.gov](mailto:accessibility@hpd.nyc.gov) 72 hours before the event

[www.nyc.gov/bedstuy](https://www.nyc.gov/bedstuy)

**NYC** Department of Housing Preservation & Development  
**NYC** Mayor's Public Engagement and Tenant Support Unit  
**NYC** Buildings

In partnership with Councilmembers Alokesh Agrawal and Robert Cornegy, and Brooklyn Community Board 3, as part of the Bed-Stuy Housing Initiative.



NYC Buildings @NYC\_Buildings

Join us this Tuesday, 11/26, at the City Hall In Your Borough Resource Fair #InBrooklyn. DOB reps will be there to answer your building and construction related questions. 🛠️🔧🛠️

NYC Mayor's Office @NYCMayorsOffice · Nov 14, 2021

Got questions? We got answers. The City Hall In Your Borough Resource Fair is #inBrooklyn on Tuesday.

The Office of the Mayor cordially invites you to

**CITY HALL IN YOUR BOROUGH:**

CITY  
RESOURCE  
FAIR



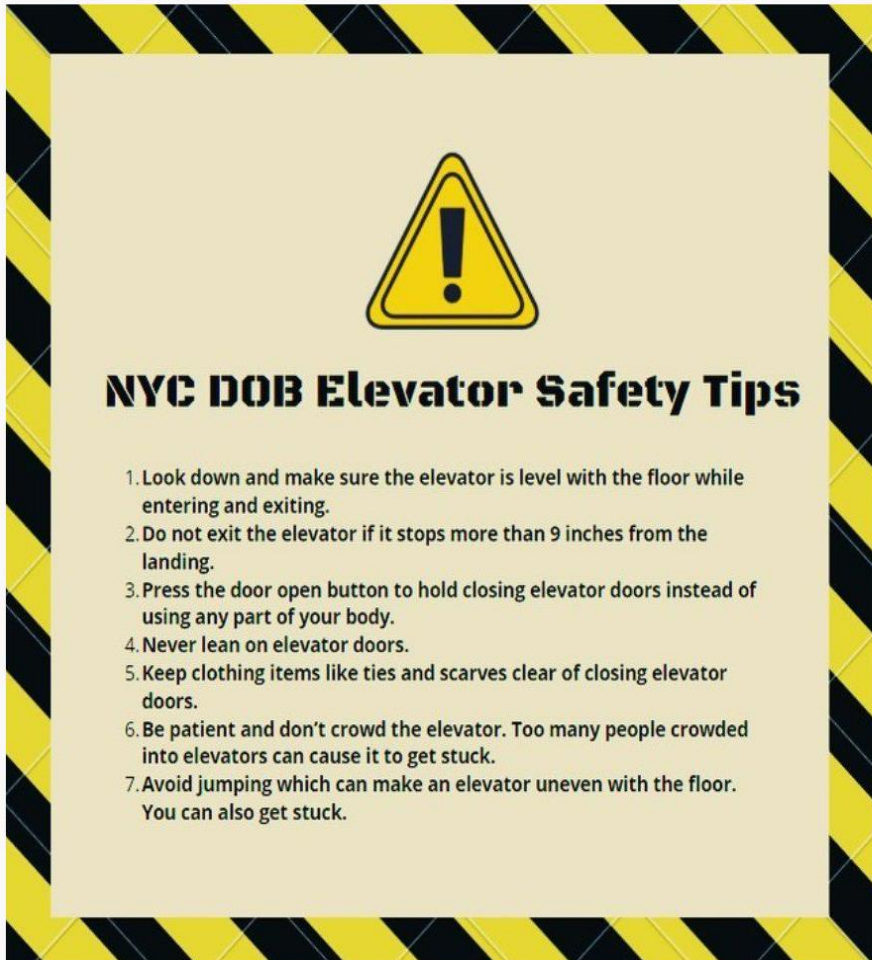
**Tuesday, November 16, 2021**  
2:00 PM-6:00PM

**Madison Square Boys & Girls Club**  
240 Nassau Street  
Brooklyn, NY 11201

Meet with city commissioners and senior staff to address all your questions and concerns, including, quality of life, public health, safety and much more.

Vaccinations will be available on site

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**NYC DOB Elevator Safety Tips**

1. Look down and make sure the elevator is level with the floor while entering and exiting.
2. Do not exit the elevator if it stops more than 9 inches from the landing.
3. Press the door open button to hold closing elevator doors instead of using any part of your body.
4. Never lean on elevator doors.
5. Keep clothing items like ties and scarves clear of closing elevator doors.
6. Be patient and don't crowd the elevator. Too many people crowded into elevators can cause it to get stuck.
7. Avoid jumping which can make an elevator uneven with the floor. You can also get stuck.

**nyc\_dob** Did you know it's Elevator Safety Week? Every three days, elevators carry the equivalent of the Earth's population, making safety protocols essential.

In the spirit of Elevator Safety Week, we put together a few safety tips to ensure you have a smooth ride!

#elevatorsafety #nycdob #tips #elevators

9w

**br0zowski @robby\_diesel7**

9w 1 like Reply

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NOVEMBER 16, 2021

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**nyc\_dob**

nyc\_dob Construction going on in your neighborhood all hours of the night? You need DOB's After Hours Variance (AHV) Map, a tracking tool which shows the location of all active AHV permits that have been issued in your neighborhood. In New York City, construction activity is only permitted on Monday through Friday, between 7am and 6pm. Any work outside of these times, requires additional approvals from the Department and applicable AHV permits. With this searchable map, which is updated daily, residents can find out if the construction work at a nearby project is legally allowed to take place on nights or weekends. This map adds transparency to these construction sites, and helps you advocate for safe and legal construction in your community.

Check out our After Hours Variance map here: <https://on.nyc.gov/3j4DVj9>

#BuildSafeLiveSafe #ConstructionSafety

14w

slopegal Good to know

14w Reply

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OCTOBER 14, 2021

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## Stop Work Order Recommendations

The number of recommendations made to the Commissioner to issue a Stop Work Order (SWO) related to Tenant Safety Inspections

- This quarter, the **Office of the Buildings Marshal (OBM)** **conducted 281 inspections** stemming from tenant harassment complaints, resulting in **160 violations/summonses** and **46 SWOs**.



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## Stop Work Order Recommendations

*(continued)*

- Additionally, **362 OBM proactive TPP compliance inspections** resulted in **28 violations** and **5 SWOs** for unsafe conditions.
- **441 six-month re-inspections for TPP compliance** resulted in **0 violations**.
- Finally, as a result of **85 proactive inspections**, **32 violations** and **15 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.



The logo for NYC Buildings, featuring the letters 'NYC' in a large, white, bold, sans-serif font. A small 'TM' trademark symbol is located to the upper right of the letter 'C'.

**NYC**<sup>TM</sup>

**Buildings**

[nyc.gov/buildings](https://nyc.gov/buildings)