

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Fourth Quarter of 2023

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Buildings

BACKGROUND

- This quarterly report has been prepared pursuant to **Local Law 161 of 2017** and covers the fourth quarter of 2023.

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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 **583 inquiries**. Those complaints resulted in **294 inspections** by DOB's Multiple Dwelling Inspection Unit (MDI) and/or other DOB Enforcement units and **267 referrals** to other City and State agencies.

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Inquiries & Complaints

(CONTINUED)

- Where a tenant harassment inquiry requires an inspection, the Multiple Dwelling Unit (MDI) is currently performing such inspection within **.743 days** of the date of referral.
- Additionally, OTA conducted proactive portfolio research in **162** buildings identified as **at risk** and referred **24** Tenant Protection Plans for audit.

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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
- Inquiries pertaining to Department processes (*i.e., How to post or deliver TPPs*)

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Inquiries Received by OTA primarily include:

(CONTINUED)

- Insufficient TPPs; **and**
- Questions about the TPP Special Inspection requirement

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Tenant Communication Efforts

OTA interacts with tenants on a regular basis. The following describes OTA's communication efforts to Tenants:

- OTA serves as a resource to community-based organizations, city/state/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/state agencies.

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Tenant Communication Efforts

(CONTINUED)

- OTA's contact information is listed on DOB's website, which allows the public to contact OTA directly. OTA can be reached by phone at **(212) 393-2949** or by email at tenantadvocate@buildings.nyc.gov.

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Communication Efforts



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now • 🌐

Living in a building that is undergoing renovation or construction can be difficult, but conditions should never be dangerous or present hazards to occupants. That's why DOB works to help minimize the impact of construction on existing tenants through the Office of the Tenant Advocate (OTA)!

OTA is here to serve as a resource to tenants who are affected by work in occupied buildings. If your building is undergoing construction, you can contact OTA with, questions, comments, and complaints concerning the work being done in your building, a Tenant Protection Plan (TPP), tenant harassment, or other tenant-related issues.

Learn more: <https://lnkd.in/etUkGiEV>

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NYC Buildings

December 1, 2023

Keeping construction sites safe and code-compliant means keeping them well organized. Messy worksites can lead to tripping hazards and endanger both workers at the site and the public at-large.

See site with poor housekeeping? Call 311 and our inspectors will check it out.



See insights and ads

Boost post



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Just now

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. That's why DOB works to help minimize the impact of construction on existing tenants through the Office of the Tenant Advocate (OTA)!

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Learn more: <https://www.nyc.gov/site/buildings/tenant/ota.page>

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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Be advised of scheduling updates for our extended customer service nights!

Our Buildings After Hours extended customer service hours are now scheduled to occur on the first and third Tuesday of the month!

Check out the schedule and visit us at your local borough office to receive expert advice from DOB staff on all of your current and planned projects:

<https://lnkd.in/eAYFk7-E>



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October 16, 2023 • 🌐

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Learn more about DOB services and how OTA can help you:

<https://www.nyc.gov/site/buildings/tenant/ota.page>



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Promote ...

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DOB is here to help minimize the impact of construction on existing tenants through our Office of the Tenant Advocate.

Learn more: nyc.gov/site/buildings...



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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 306 inspections*** stemming from tenant harassment complaints, resulting in **263 violations** and **13 Stop Work Orders (SWOs)**.
- Additionally, **408 proactive MDI TPP compliance inspections** resulted in **91 violations** for unsafe conditions and **29 SWOs**.

**includes OTA referrals*

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Tenant Safety Inspections

(CONTINUED)

- **183 six-month re-inspections for TPP compliance** resulted in **36 violations** and **10 SWOs**.
- Finally, as a result of **124 proactive inspections**, **4 violations**, and **1 SWO** 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 2 years.



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