

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

## Third Quarter of 2022

build safe | live safe



# BACKGROUND

- This quarterly report has been prepared pursuant to **Local Law 161 of 2017** and covers the third 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 **659 inquiries**; those complaints resulted in **247 inspections** by the DOB Office of Tenant Protection (OTP) or other DOB Enforcement units and **405 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the Office of Tenant Protection (OTP) is currently performing such inspection within **.574 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 or Unsafe Construction 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*).



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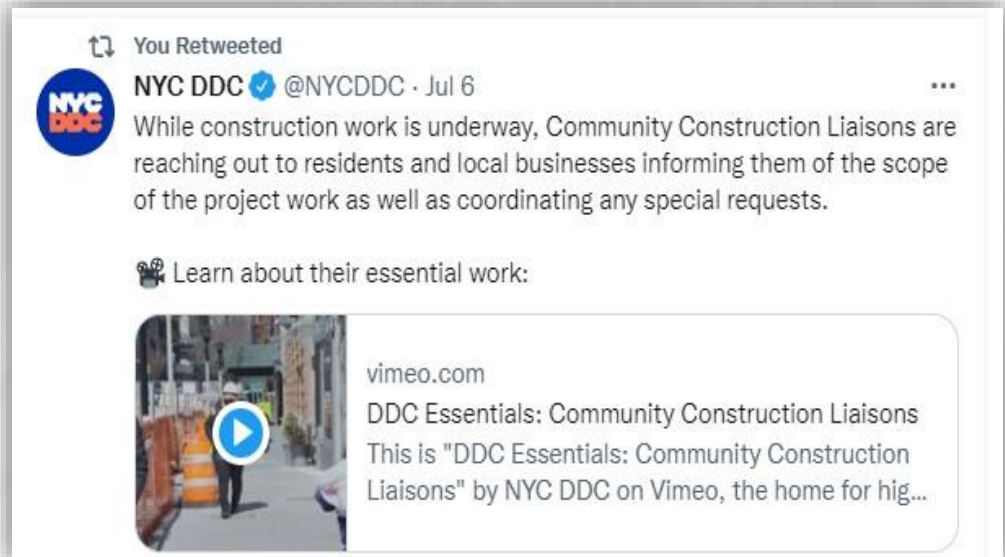
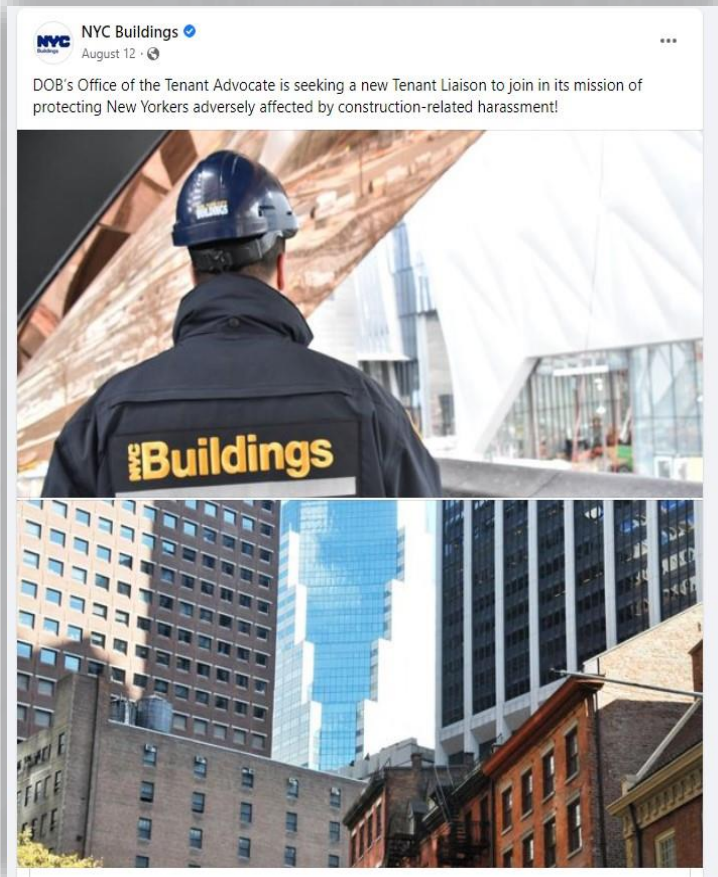
## Tenant Communication Efforts

Following is a description of the communication efforts OTA made 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. 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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## Communication Efforts





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 NYC Buildings  August 26 · 



**At Risk of Eviction?**

**You have rights!**

It is illegal for someone to pressure or force you to leave your home without going through a formal court process.  
Your immigration status does not matter.

**Call 311** and ask for the Tenant Helpline to get free legal advice.






NYC Department of Homeless Services  August 26 · 


No matter your immigration status, it is illegal for someone to pressure or force you to leave your home without going through a formal court process.


Call 311... See more

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While construction work is underway, Community Construction Liaisons are reaching out to residents and local businesses informing them of the scope of the project work as well as coordinating any special requests.

 Learn about their essential work:



vimeo.com  
DDC Essentials: Community Construction Liaisons  
This is "DDC Essentials: Community Construction Liaisons" by NYC DDC on Vimeo, the home for hig...

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DOB experts are here to help!

If you are struggling with red tape to get a building project approved, take advantage of DOB's After Hours customer service program at our borough offices every Tuesday from 4 to 7 pm! Talk one-on-one with DOB experts and get your project going 🍌



**BUILDINGS AFTER HOURS**  
**Yes! WE'RE OPEN**  
TUESDAYS FROM 4:00 TO 7:00 PM

Have a construction project to start or complete? If you are a homeowner, tenant, small business owner or building manager, our doors are staying open later to make it easier for you. Join us during **Buildings After Hours** for a free in-person information session. Meet with our plan examiners, inspectors and staff to answer your questions and to provide the information you need to get your projects finished.

Visit your local borough office:

- Bronx Borough Office  
1932 Arthur Avenue, 5th Fl.  
Bronx, NY 10457
- Brooklyn Borough Office  
210 Joralemon Street, 8th Fl.  
Brooklyn, NY 11201
- Manhattan Borough Office  
280 Broadway  
New York, NY 10007
- Queens Borough Office  
125-55 Queens Boulevard  
Kew Gardens, NY 11424
- Staten Island Borough Office  
10 Richmond Terrace  
Borough Hall, 2nd Fl.  
Staten Island, NY 10314

**NO APPOINTMENT NEEDED!**



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If you are being harassed by your landlord, information and help are available! If you believe your landlord is using construction as a tool for harassment, contact OTA by calling 311 and asking for DOB's Office of the Tenant Advocate or email [tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov)



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## Tenant Safety Inspections

The number of inspections conducted by the Office of Tenant Protection (OTP) related to tenant harassment and Tenant Protection Plan compliance are as follows:

- This quarter, the Office of Tenant Protection (OTP) **conducted 101 inspections\*** stemming from tenant harassment complaints, resulting in **45 violations/summons**.
- Additionally, **271 OTP proactive TPP compliance inspections** resulted in **16 violations** for unsafe conditions.

*\*including referrals from the Office of the Tenant Advocate*

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## Tenant Safety Inspections

*(continued)*

- **239 six-month re-inspections for TPP compliance** resulted in **0 violations**.
- Finally, as a result of **309 proactive inspections**, **89 violations** 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.





# NYC<sup>TM</sup>

## **Buildings**

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