



# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT Second Quarter of 2020

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

# BACKGROUND

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- This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the second quarter of 2020.

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**The number of complaints received by the Office of the Tenant Advocate (“OTA”) and a description of such complaints.**

- This quarter, the Office of the Tenant Advocate (OTA) received 396 inquiries; those complaints resulted in 81 inspection referrals to the Office of the Buildings Marshal (“OBM”) at the Department of Buildings, 56 inspection requests to other DOB Enforcement Units and 368 referrals to other city and state agencies. This total does not include complaints related to construction as harassment, routed directly to OBM during this reporting period.

**The average time taken to respond to complaints:**

- The average response time from the date on which an inquiry was received by the OTA to the date on which it was responded to was 1.25 business days.
- Where an inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within .85 days of the date of referral.

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## **Inquiries received by the OTA primarily include:**

- Inquiries re: Essential Work eligibility under PAUSE.
- Complaints about non-compliance with COVID-19 safety measures.
- 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; and,
- Inquiries pertaining to Department processes (e.g. how to post or deliver tenant protection plans).

## **Notable activities and staffing changes during the first quarter:**

- Only qualifying essential construction was permitted for most of the second quarter under NYS PAUSE.
- Pursuant to the NYS Governor's Executive Order, construction resumed in NYC on June 8<sup>th</sup>, with additional safety measures required to reduce the spread of COVID-19.

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## A description of efforts made to communicate with tenants.

- The OTA interacts with members of the public, including tenants, on a regular basis. The OTA's contact information is listed on the Department's website, which allows the public to contact the OTA directly. The OTA can be contacted at (212) 393-2949 or [tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov).
- The OTA also serves as a resource to community-based organizations, city, state and federal elected officials, and government agencies.
- As part of DOB's outreach in advance of the reopening of construction sites in the NYC region. OTA conducted outreach to tenant advocacy organizations, the Stand for Tenant Safety coalition and tenants who contacted our office.
- The OTA is updating its website content to provide additional resources for tenants.

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## DOB is enforcing COVID19 requirements to keep the public safe!



NYC Buildings @NYC\_Buildings · Apr 30

If you're a tenant & are worried about construction happening in your residence, we can help! Our essential construction map is updated daily & you can call @nyc311 to report potential illegal construction.

Explore the map: [on.nyc.gov/3bNpRV7](https://on.nyc.gov/3bNpRV7)



NYC Buildings @NYC\_Buildings · Jun 9

Every active construction site needs to have hand washing stations available for all workers to make sure NYC continues to flatten the curve.

Our inspectors will be checking all active sites to ensure safety measures are in place.

Read More: [on.nyc.gov/3cMyXBH](https://on.nyc.gov/3cMyXBH)



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**NYC Buildings** @NYC\_Buildings · Jun 10

As construction reopens across NYC we want to remind everyone on an active work site to wear a mask.

This includes workers, other construction professionals, and approved visitors.

We're here to help you learn the best ways to stay safe:  
[on.nyc.gov/3cMyXBH](https://on.nyc.gov/3cMyXBH)



**NYC Buildings** @NYC\_Buildings · Jun 18

As construction continues to reopen in NYC, remember that our Office of the Tenant Advocate is here to answer your questions & concerns about construction happening in your residence.

Contact us via phone & email!

Learn More: [on.nyc.gov/2AGZvYe](https://on.nyc.gov/2AGZvYe)



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**The number of recommendations made to the Commissioner to issue a stop work order for a site that is not complying with a tenant protection plan and the number of such recommendations followed by the Commissioner.**

**This quarter, 33 Office of the Buildings Marshal (OBM) inspections stemming from tenant harassment complaints resulted in violations/summonses, with 26 Stop Work Orders and 0 Vacate Orders.**

**Additionally 1 OBM proactive TPP Compliance inspection resulted in a Stop Work Order for failure to comply with the Tenant Protection Plan and 3 resulted in Vacate Orders. Finally, as a result of proactive inspections, 14 Stop Work Orders 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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