

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

First Quarter of 2022

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Buildings

BACKGROUND

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

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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 642 **inquiries**; those complaints resulted in 202 **inspections** by the DOB Office of the Buildings Marshal (OBM) or other DOB Enforcement units and 282 **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 **.55 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).

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OTA 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 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)

NYC Buildings
March 30 at 6:00 PM · 🌐

Join DOB's Office of the Tenant Advocate with our friends at the **NYC Department of Housing Preservation & Development (HPD)** tomorrow evening (6 pm) for a free Tenant Resource Fair! Sign up to learn about your housing-related rights and protections that are guaranteed to you 🙌



VIRTUAL TENANT RESOURCE FAIR
March 31, 2022, 6:00 PM
Join the Zoom Meeting: zoom.us/j/97605726745
Dial-in: 1-646-558-8656 | Meeting ID: 976 0572 6745

Presented by: NYC Department of Housing Preservation & Development, St. Nicks Alliance, and Communities Resist

Learn about:

- Housing protection during COVID-19
- Rent protection for low-income rent-regulated seniors, veterans, and people with disabilities as well as tenant rights in rent-regulated apartments
- HPD's housing lottery "Housing Connect" process
- Housing discrimination protections, when to use Housing Court, eviction protection programs, and more.



NYC Department of Housing Preservation & Development
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St. Nicks Alliance Make Opportunity Great

[@nychousing](https://twitter.com/nychousing)
[nyc.gov/about/health-education](https://www.nyc.gov/about/health-education)

- On March 31, 2022, OTA participated in a virtual Tenant Resource Fair hosted by St. Nick's Alliance.

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OTA Tenant Communication Efforts (continued)



NYC Buildings
March 3 · 🌐

TONIGHT!!!

DOB's Office of the Tenant Advocate is joining [Pa'Lante Harlem](#) online at 7 p.m. to talk about the protections every New Yorker has against tenant harassment 🙌

The DOB Office of the Tenant Advocate assists tenants who live in occupied buildings undergoing construction and have questions or concerns about the work being performed.... See more

P.A.'L.A.N.T.E. WEBINAR

What is Construction Harassment?

Learn How Tenants are Protected

NYC Buildings

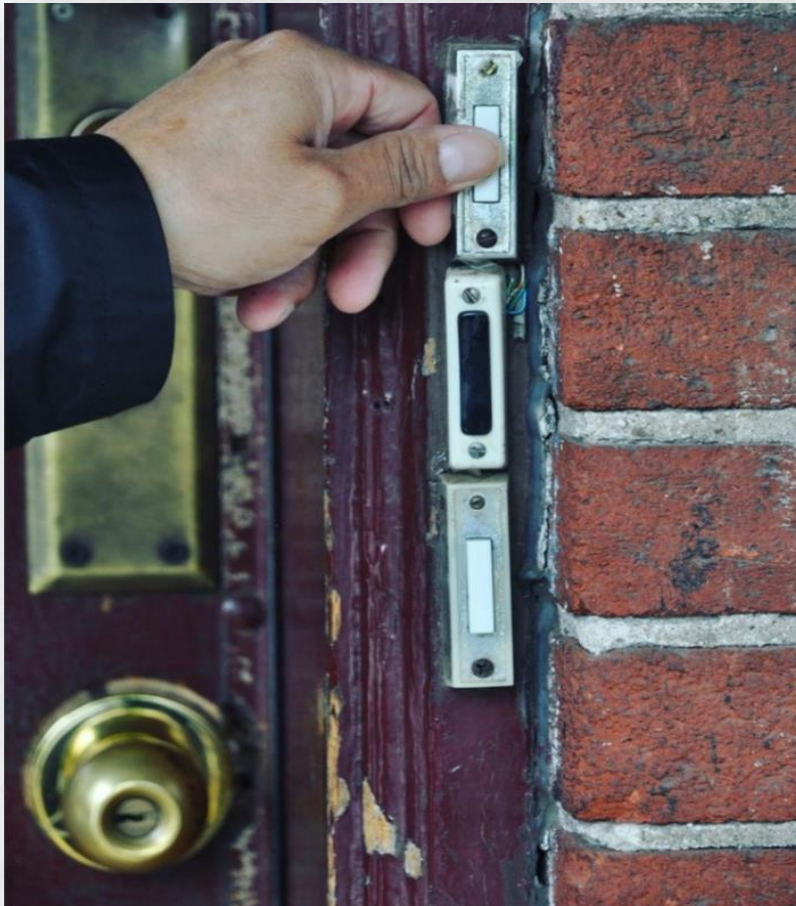
When: March 3, 2022
Time: 7:00 PM
*Registration Required



Contact us at (212) 491-2641 if you have any questions

- On March 3, 2022, OTA presented at a webinar hosted by P.A.'L.A.N.T.E. on *What is Construction Harassment?*

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nyc_dob nyc_dob

nyc_dob Hunting for a new apartment? Watch out for illegal apartments, that may be dangerous for you and your family. DOB has found that illegally created apartments regularly have unpermitted gas and electrical systems, in addition to inadequate escape routes in the event of an emergency. This can pose a serious life safety threat to tenants, neighbors and first responders.

Here are some red flags to help you recognize potential illegally converted apartments:

- ▶ Advertisements that use the word "cellar" or "attic" for apartments
- ▶ The apartment only has one way in and out.
- ▶ Bedrooms in the apartment that don't have windows for adequate light and air
- ▶ The apartment has rooms that get electricity though extension cords
- ▶ The Landlords asks you to obtain a separate P.O. Box, and not receive mail at the apartment
- ▶ The landlord lists the apartment as "utilities included" and won't give you a written lease

For more tips on illegal conversions visit our website:
<https://on.nyc.gov/35nAeBy>
See here a flyer: <https://on.nyc.gov/3IETZmD>

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[View Insights](#)

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MARCH 4

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NYC Mayor's Office to Protect Tenants @NYCMOPT · Mar 10

It is illegal for someone to pressure or force you to leave your home. Do not self-evict! Call 311 and ask for the Tenant Helpline to get free legal advice, including information on how to complete the Emergency Rental Assistance Program (ERAP) application.

What is an "illegal lockout"?

- An illegal lockout is when someone tries to force you to leave your apartment without an eviction order
- This includes if they try to shut your utilities off to get you to leave or as a punishment
- Lockouts are illegal, regardless of your documentation status or lease status
- Only a City Marshal or Sheriff is allowed to carry out a Warrant of Eviction

What to do if you've been illegally locked out of your apartment?

- Lockouts are criminal behavior and a misdemeanor under the "illegal eviction law". Call 911 right away.
- It is not the role of the NYPD to mediate- lockouts are always illegal.
- It is the NYPD's job to enforce the law by instructing your landlord to let you back in
- The NYPD cannot break down your door, but they can stand by while you go to a locksmith
- Call 311 and ask for the Tenant Helpline to get a referral to a legal service provider.
- Call 311 and ask for HPD to report utility shut-offs.

What does not count as an eviction?

- An eviction requires a Warrant of Eviction from a Judge, delivered by a City Marshal
- A notice to appear in court is not an eviction
- Your landlord cannot verbally evict you

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NYC Buildings January 14

NOTICE OF EVICTION

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No se rinda sin luchar

NYC Department of Homeless Services January 14

En NYC, miles de inquilinos tienen derecho a un abogado cuando se enfrentan a un caso de desalojo. Usted no tiene que enfrentar su caso de desalojo solo.

Existe ayuda disponible para toda la Ciudad de Nueva York. Llame al 311 y pregunte sobre el programa de Derecho a Representación Legal para averiguar si usted califica.

See Translation

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NYC Buildings
February 8 · 🌐



At Risk of Eviction?


Respond to all official court notices!

Even if you filed a hardship declaration or ERAP application.

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




NYC Mayor's Public Engagement Unit
February 4 · 🌐



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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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 119 inspections** stemming from tenant harassment complaints, resulting in **71 violations/ summonses** and **27 SWOs**.
- Additionally, **185 OBM proactive TPP compliance inspections** resulted in **11 violations** and **1 SWOs** for unsafe conditions.

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Stop Work Order Recommendations

(continued)

- **269 six-month re-inspections for TPP compliance** resulted in **2 violations and 2 SWOs**.
- Finally, as a result of 242 **proactive inspections**, **56 violations** and **25 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'.

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