

# Inspection Checklist: Tenant Screening Reports

*Do you or your business rent apartments in a residential building that you do not own?*

*Do you rent apartments in your own residential building that has six or more apartments?*

*Do you or your business request personal information from prospective tenants?*

**Definition:** A **tenant screening report** provides information about a prospective tenant such as consumer credit history, rental and eviction records, criminal history, employment verification, and other information that can be used to evaluate an individual's suitability as a tenant.

**Use this checklist to learn what our inspectors look for and help avoid violations. All businesses also must comply with the General Retail Inspection Checklist, which is included at the end for easy reference.**

	Requirement	Do you meet this requirement?
1	A sign must be posted that indicates whether or not tenant screening reports are used and providing other important information to prospective tenants.	<input type="checkbox"/> Yes
2	The sign must be visible to a customer who is seated while discussing the rental application.	<input type="checkbox"/> Yes
3	<p>The sign must be 20 inches wide by 14 inches high.</p> <p><b>Tip:</b> Download the editable <a href="#">tenant screening disclosure sign</a> (shown below) with the required language from <a href="http://nyc.gov/businesstoolbox">nyc.gov/businesstoolbox</a>.</p> <div data-bbox="354 1226 812 1549" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;"><b>NOTICE ABOUT TENANT SCREENING REPORTS</b></p> <p><small>Tenant screening reports from consumer reporting agencies are sometimes used to assist landlords in making rental decisions. In regard to such reports:</small></p> <p><input type="checkbox"/> We do not use such reports.</p> <p><input type="checkbox"/> We may use such reports by contacting the following:</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><small>1. Name and address of consumer reporting agency #1</small></p> <p><small>2. Name and address of consumer reporting agency #2</small></p> <p><small>3. Etc.</small></p> </div> <p><small>The law requires us to notify you if we do not lease or rent to you based on information in that report. You also have the right to dispute the accuracy of the information in the report directly with the reporting agency and to obtain a free report from such agency. If we do not lease or rent to you based on such report.</small></p> <p><small>You also are entitled to receive one free report every 12 months from any nationwide specialty consumer reporting agency used by us, as well as a free credit report every 12 months from each of the nationwide consumer credit reporting companies: Equifax, Experian and TransUnion. You can request this free credit report through the website <a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a>. You may dispute the accuracy of any information about you that is contained in such report directly with the credit reporting agency.</small></p> </div>	<input type="checkbox"/> Yes

# Inspection Checklist: General Retail

*Does your business sell goods or services?*

**Use this checklist to learn what our inspectors look for and help avoid violations:**

	Requirement	Do you meet this requirement?
	<b>Price Lists for Services</b>	
1	A price list with the types of services and the prices of those services must be displayed.	<input type="checkbox"/> Yes
2	The price list must be clearly posted or clearly displayed near the cash register and/or at the place(s) where orders are placed.	<input type="checkbox"/> Yes
3	If the price list states a minimum charge (e.g., “from \$ . . .”) or states a price “and up,” it must state the reason for the different prices and include the range of prices.	<input type="checkbox"/> Yes
4	If there is a sale or promotion, the pre-sale prices must also be posted for comparison.	<input type="checkbox"/> Yes
5	<p>Prices for services cannot be based on gender.</p> <p><b>Tip:</b> Words like “men’s,” “women’s,” and “ladies” cannot be used to describe the price; the difference must be described in a gender neutral way. (Example: Above the shoulder hair = \$15; Below the shoulder hair = \$30)</p> <p><b>Tip:</b> Instead of listing prices for shirts and blouses, the price must be described based on physical differences between the shirts. (Example: sequins, ruffles, fancy buttons)</p>	<input type="checkbox"/> Yes
	<b>Pricing for Goods</b>	
6	All items offered for sale must have a clearly visible price.	<input type="checkbox"/> Yes
7	For most items, the price must be attached to the item or on a sign where the item is displayed.	<input type="checkbox"/> Yes
8	If your store’s annual revenue is more than \$2 million or you are a chain store, you must individually price most food products, as well as paper products, detergents, soaps, nonprescription drugs, and health and beauty aids.	<input type="checkbox"/> Yes
9	Milk; eggs; fresh produce; snack foods that are less than 5 ounces; frozen foods; jars of baby food; and items that are less than 3 cubic inches, under 3 ounces and under \$1 do not have to be individually priced, but must have shelf prices.	<input type="checkbox"/> Yes

## Inspection Checklist: General Retail

	Requirement	Do you meet this requirement?
	<b>Signs</b>	
10	<p>Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount.</p> <p><b>Tip:</b> Both the minimum and maximum numbers must be of equal size.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 2px solid green; padding: 10px; text-align: center;"> <p><b>20-50%</b> ✓ <b>OFF</b></p> </div> <div style="border: 2px solid red; padding: 10px; text-align: center;"> <p><del><b>20-50%</b></del> <del><b>OFF</b></del></p> </div> </div>	<input type="checkbox"/> Yes
11	<p>Sale signs cannot contain any of the following phrases:</p> <ul style="list-style-type: none"> <li>■ “Our list price”</li> <li>■ Below “manufacturer’s wholesale cost”</li> <li>■ “Manufacturer’s cost”</li> </ul>	<input type="checkbox"/> Yes
12	<p>Businesses that sell goods and services must post a refund policy.</p> <p><b>Tip:</b> A refund policy must be posted at each register, point of sale, or at each entrance.</p> <p><b>Tip:</b> Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”</p>	<input type="checkbox"/> Yes
13	<p>The refund policy must state any and all conditions or limitations to getting a refund. For example:</p> <ul style="list-style-type: none"> <li>■ Businesses must disclose any fees charged for refunds, such as “restocking fees.”</li> <li>■ If a business will not provide refunds for “as is” items, it must disclose that.</li> <li>■ Businesses must also disclose whether the refund will be in cash, credit, or store credit only.</li> <li>■ If proof of purchase is required for a refund, the sign must say so.</li> <li>■ A business that chooses not to offer refunds must post a sign that states, “No Refund,” or words to that effect.</li> <li>■ The sign must state that a written copy of the store’s refund policy is available on request.</li> </ul>	<input type="checkbox"/> Yes

## Inspection Checklist: General Retail

	Requirement	Do you meet this requirement?
14	If there are limitations on using credit cards, such as minimum purchase amounts, the policy must be clearly posted near the register and the entrance.	<input type="checkbox"/> Yes
	<b>Receipts</b>	
15	Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20.  <b>Tip:</b> This does not apply to food and drink that is meant to be consumed on the premises.	<input type="checkbox"/> Yes
16	The receipt must include each of the following: <ul style="list-style-type: none"> <li>■ Date of purchase</li> <li>■ Amount paid for each item</li> <li>■ Total amount paid</li> <li>■ Separate statement of tax</li> <li>■ Name and address of store</li> </ul>	<input type="checkbox"/> Yes
17	Receipts for electronics that cost more than \$100 must also include the make and model number of the item.	<input type="checkbox"/> Yes
	<b>Price Accuracy</b>	
18	When items are scanned, the price must match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
19	If no scanners are used, the price at checkout must still match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
20	Tax cannot be charged on tax-exempt items.  <b>Tip:</b> Check with the <a href="#">New York State Department of Taxation and Finance</a> for a complete list of which items are exempt.	<input type="checkbox"/> Yes

# Inspection Checklist: General Retail

	Requirement	Do you meet this requirement?
	<b>Layaway Plans</b>	
21	<p>If layaway is offered, each of the following written disclosures must be provided to consumers prior to accepting any payments over \$50 in 4 installments or more:</p> <ul style="list-style-type: none"> <li>■ Description of the item, including name, brand, color, and model number</li> <li>■ Total cost of the item including tax</li> <li>■ Charge to use layaway and any cancellation fee</li> <li>■ Duration of the layaway plan</li> <li>■ Payment schedule and any consequences of missed payments</li> <li>■ Refund policy</li> <li>■ Notice of whether or not the item won't be removed from inventory until a certain number of payments have been made</li> </ul> <p><i>Example 1:</i> NOTICE: NO MERCHANDISE WILL BE REMOVED FROM INVENTORY UNTIL X% OF THE PURCHASE PRICE HAS BEEN PAID.</p> <p><i>Example 2:</i> ATTENTION: YOUR SELECTION OF MERCHANDISE WILL NOT BE ORDERED UNTIL YOU HAVE MADE YOUR NEXT TO FINAL PAYMENT.</p>	<input type="checkbox"/> Yes
	<b>Expired Over-the-counter Medication</b>	
22	It is illegal to sell over-the-counter medication after the expiration date on the label.	<input type="checkbox"/> Yes