

BACKGROUND

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

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 617 inquiries. Those complaints resulted in 348 inspections by DOB's Multiple Dwelling Inspection Unit (MDI) and/or other DOB Enforcement units and 270 referrals to other City and State agencies.

Inquiries & Complaints

(CONTINUED)

- Where a tenant harassment inquiry requires an inspection, the Multiple Dwelling Unit (MDI) is currently performing such inspection within .771 days of the date of referral.
- Additionally, OTA conducted proactive portfolio research in 34 buildings identified as at risk and referred 19 Tenant Protection Plans for audit.

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)

Inquiries Received by OTA primarily include:

(CONTINUED)

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

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.

Tenant Communication Efforts

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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 <u>tenantadvocate@buildings.nyc.gov</u>.

Communication Efforts

NYC Buildings @ @NYC_Buildings · Sep 29

Do you know who's working on your home? DOB's Know Your Construction Professional directory lets anyone, from homeowners to development firms, easily access license status and disciplinary history of construction pros working in NYC: on.nyc.gov/ConstructPro

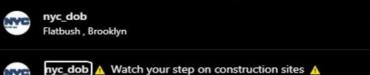












When working on a construction site, it is vital that you remain aware of your surroundings and make sure that the site is properly maintained in an orderly and safe fashion. When safety is not prioritized, it can potentially lead to incidents like the one today in Flatbush where a worker was injured when the fell through an uncovered opening in a floor.

DOB personnel were called to respond to this incident this morning, where they determined that one worker had removed a piece of plywood covering the approximately 4 foot by 2 foot hole on the building's 13th floor without the knowledge of their coworker, who then fell through the hole and landed on concrete approximately 10 feet below.

Inspectors also determined that there were no additional safety measures in place to safeguard workers from the known hazardous condition such as guardrails or signage, and that the site's preshift meeting failed to adequately communicate the safety measures workers needed to take for the day's work.

Following the inspection, violations were issued to those responsible a the work site for failure to provide adequate safety measures.

Proper housekeeping is vitally important on a construction site. If

View insights

Boost post

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 114 inspections* stemming from tenant harassment complaints, resulting in 75 violations and 16 Stop Work Orders (SWOs).
- Additionally, 234 proactive MDI TPP compliance inspections resulted in 19 violations for unsafe conditions and 8 Stop Work Orders (SWOs).

^{*}includes OTA referrals

Tenant Safety Inspections

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- 246 six-month re-inspections for TPP compliance resulted in 21 violations and 8 SWOs.
- Finally, as a result of 150 proactive inspections, 9 violations, and 2 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 2 years.

