

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Third Quarter of 2023

build safe | live safe



# BACKGROUND

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



# 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 **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.

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## 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.



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## 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*)

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## Inquiries Received by OTA primarily include:

*(CONTINUED)*

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



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## 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.

# OFFICE OF THE TENANT ADVOCATE

## Tenant Communication Efforts

*(CONTINUED)*

- 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 **[tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov)**.



# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts

**NYC Buildings** @NYC\_Buildings · Sep 29 Promote

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](https://on.nyc.gov/ConstructPro)



**NYC Buildings** @NYC\_Buildings · Sep 28 Promote

Construction can be noisy, dusty, and disruptive, but should never present hazardous conditions to occupants. DOB's Office of the Tenant Advocate (OTA) is here to help minimize the impact of construction on existing tenants! Learn more: [nyc.gov/site/buildings...](https://nyc.gov/site/buildings...)



# OFFICE OF THE TENANT ADVOCATE

You reposted

**NYC Housing** @NYCHousing · Sep 29

⚠️ NYC is experiencing an extreme rain event.


If you live in a basement apartment, move to higher ground or a higher floor. If you lose power and have a disability, access & functional needs, or use life-sustaining equipment (LSE) and need assistance, dial 911.



NYC Emergency Management and 2 others

**NYC Buildings** August 25

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 learn more about your rights.




## At Risk of Eviction?

**Do not self-evict!**

Even if you did not sign a lease, you are protected against a lockout if you have lived in the same place for 30 days or more.

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




**NYC**


**NYC Mayor's Public Engagement Unit** August 24



# OFFICE OF THE TENANT ADVOCATE



**nyc\_dob**  
Flatbush , Brooklyn

**nyc\_dob** ⚠️ Watch your step on construction sites ⚠️

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 he 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 at the work site for failure to provide adequate safety measures.

Proper housekeeping is vitally important on a construction site. If

[View insights](#)

Boost post

# OFFICE OF THE TENANT ADVOCATE

## 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*



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## Tenant Safety Inspections

*(CONTINUED)*

- **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.



# NYC<sup>TM</sup> Buildings

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