



OFFICE OF THE TENANT ADVOCATE
QUARTERLY REPORT
Third Quarter of 2020

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BACKGROUND

- This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the third 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 621 inquiries; those complaints resulted in 102 inspections by the Office of the Buildings Marshal (OBM) at the Department of Buildings, 66 referrals for inspection by other DOB Enforcement units and 485 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 a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within .34 days of the date of referral.

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Inquiries received by the OTA primarily include:

- 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 third quarter:

- Pursuant to the NYS Governor's Executive Order, construction resumed in NYC on June 8th, 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.
- 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, tenants who contacted our office and Bronx Community Board 7's Housing Committee.
- The OTA is updating its website content to provide additional resources for tenants.

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It is illegal for landlords to use construction as a means to harass their tenants.

Our Tenant Protection Plan Requirements for Occupied Buildings seminar detailed when TPPS are needed & the 7 essential elements needed for them. [#BuildSafeLiveSafe2020](#)

DEVELOPMENT OF TENANT PROTECTION

1. Civil & L/T Court Hearings
2. 1940s- Rent Control
3. 1970s- Rent Stabilization
4. 1970s- Warranty of Habitability
5. 1980s- Mayor's Arson Strike Force; NYCDOB Tenant Safety Plan
6. 2008 NYC Building Code: Tenant Protection Plan (TPP)
7. 2017/2019 Tenant Protection Legislation

The Seven Essential Elements of a TPP

- Egress
- Fire Safety
- Health Requirements
- Housing Standards Compliance
- Structural Safety
- Noise Restrictions
- Essential Services Maintenance

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If you're an NYC tenant, construction can never be used as a harassment tool. Our Office of the Tenant Advocate can help if this is happening to you.

✉: TenantAdvocate@buildings.nyc.gov
☎: 212-393-2949

Have other questions or concerns? Visit nyc.gov/tenantresource...



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The NYC Tenant Resource Portal is now online to help NY'ers access the housing resources they need quickly and easily.

Visit [nyc.gov/tenantresource...](https://nyc.gov/tenantresource) to get started.



NYC Tenant Resource Portal
the resources tenants need in one place:
nyc.gov/tenantresourceportal

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Reminder: It is illegal for any NYC landlord to use construction as a means of harassment against their tenants.

Our Office of the Tenant Advocate can help if this is happening to you.

Contact us:
✉: TenantAdvocate@buildings.nyc.gov
☎: 212-393-2949

NYC Buildings @NYC_Buildings · Jul 13

If you think illegal or harassing construction is happening in your home, we can help. Our Office of the Tenant Advocate is here to answer your questions & help you know your rights.

Contact us via phone & email.

Learn More: on.nyc.gov/2AGZvYe



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Going outside today? Remember to wear a mask to keep you and your fellow New Yorkers safe 🙋.



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If COVID-19 has impacted your ability to pay rent, the NYS rent relief program may help.

Call @nyc311 tenant helpline to check eligibility & act now – the deadline is 7/30.

- ◆ Read the @NYCMOPT explainer: nyc.gov/tenantprotecti...
- ◆ Apply via @NYSHCR: hcr.ny.gov/RRP

BEING ILLEGALLY EVICTED?

Get free legal advice and counsel today



If you're a tenant, NYC has your back. Visit 311 for access to legal help and other resources.



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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, 129 Office of the Buildings Marshal (OBM) inspections stemming from tenant harassment complaints resulted in 70 violations/summonses, 45 Stop Work Orders and 0 Vacate Orders.

Additionally 30 OBM proactive TPP Compliance inspections resulted in a Stop Work Order for failure to comply with the Tenant Protection Plan and 0 resulted in Vacate Orders.

Finally, as a result of proactive inspections, 61 violations/summonses and 31 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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