

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

First Quarter of 2025

build safe | live safe



OFFICE OF THE TENANT ADVOCATE

BACKGROUND

This quarterly report for the **Office of the Tenant Advocate (OTA)** has been prepared pursuant to **Local Law 161 of 2017** and covers the first quarter of 2025.

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

Following are inquiries received by OTA :

- Work Without a Permit complaints.
- Failure to comply with Tenant Protection Plan (TPP) 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*).

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

(CONTINUED)

- Inadequate Tenant Protection Plans.
- Questions about the TPP Special Inspection requirement.
- Complaints about unsafe construction in occupied buildings.

OTA: INQUIRIES & COMPLAINTS

COMPLAINTS

Following is the number of complaints received by OTA with a description of each complaint:

- This quarter OTA received **428 inquiries**. Those complaints resulted in **199 inspections** by DOB's **Office of Special Inspections (OSI) Unit** or other DOB enforcement units and **255 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the OSI Unit is currently performing such inspection within **.746 days** of the date of referral.

OTA: INQUIRIES & COMPLAINTS

COMPLAINTS

(CONTINUED)

- Additionally, OTA conducted proactive portfolio research in **1003** buildings identified as **at risk** and referred **10** Tenant Protection Plans for audit.

OTA: TENANT COMMUNICATION

OTA interacts with tenants on a regular basis and serves as a resource to community-based organizations, City/State/Federal elected officials, and government agencies.

The following describes OTA's communication efforts to Tenants:

- OTA staff worked with HPD to jointly draft and publish a uniform vacate order guide that provides resources for tenants affected by a city-issued vacate order. The brochure is handed out by the American Red Cross at the time of the vacate order and made available by the Office of Emergency Management.

OTA: TENANT COMMUNICATION

(CONTINUED)

- OTA participates in the bi-monthly meetings of the North Brooklyn Housing Task Force with local community groups, elected officials, and City/State agencies.
- OTA's contact information is listed on DOB's website. OTA can be reached by phone at **(212) 393-2550** or email at **tenantadvocate@buildings.nyc.gov**.
- ****NEW**** Tenants can also complete a **[fillable complaint form](#)** and send it to OTA via email.

OTA: COMMUNICATION EFFORTS



Dealing with Construction in Your Building? Know Your Rights!

Construction can be noisy, dusty, and disruptive, but it should never present dangers to occupants. Your safety as a tenant comes first.

Our Office of the Tenant Advocate (OTA) is here to help protect tenants from unsafe construction conditions. If your landlord isn't maintaining your building and putting your safety at risk, reach out!

Email: TenantAdvocate@buildings.nyc.gov

Call: 212-393-2949

Learn more: <https://on.nyc.gov/3NtnCsQ>



OTA: COMMUNICATION EFFORTS

NYC Buildings February 24 · 🌐

It's BRICK 🧱 outside, but your home doesn't have to be !

NYC tenants, remember: you have the right to HEAT & HOT WATER from Oct 1 - May 31.

CALL 311 and ask for the 'Tenant Helpline' if you need help understanding your rights! Stay informed & stay WARM this winter!

Heat & Hot Water Protections for NYC Tenants

Heat Season: October 1-May 31

DAY
6AM - 10PM
At least 68° inside

NIGHT
10PM - 6AM
At least 62° inside

Below 55° outside

No matter what the outside temperature is

Hot water should be able to reach 120° every day of the year.

The infographic features a central sun icon and a thermometer. The background is split into a light blue daytime section and a dark blue nighttime section. A city skyline is visible in the background. The NYC Buildings logo and 'Tenant Support Unit' are in the top right corner of the infographic.

OTA: COMMUNICATION EFFORTS



NYC Department of Buildings

28,183 followers

3mo •

If you're concerned your landlord is failing to maintain your residence and putting tenant safety at risk, our Office of the Tenant Advocate can help!

Construction can be noisy, dusty and disruptive. Living in a building that is undergoing renovation or construction can be difficult, but conditions should never be dangerous or present hazards to occupants. DOB works to help minimize the impact of construction on existing tenants through OTA.

Reach us via email & phone:

TenantAdvocate@buildings.nyc.gov

212-393-2949

Learn more: <https://on.nyc.gov/3NtnCsQ>



OTA: COMMUNICATION EFFORTS



Department of Buildings @NYC_Buildings · Jan 22

Every year the @nycpa puts out a list of the worst landlords in the City using violation data from DOB & @NYCHousing, creating a reliable who's who list of bad actors in housing.

Starting in 2025 DOB is using our data to go on offense with a new proactive enforcement strategy💪

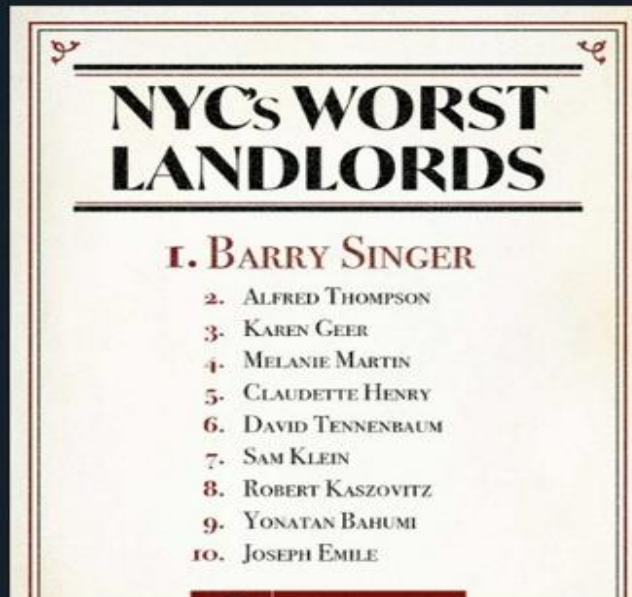


Office of the Public Advocate Jumaane D. Williams @nyc... · Jan 22

Landlords on the Worst Landlord Watchlist are, in the Public Advocate's words, "at best dangerously negligent, and at worst, actively choosing to profit off the pain of New Yorkers living in unsafe, deplorable conditions."

The top 100: LandlordWatchlist.com...

[Show more](#)



OTA: COMMUNICATION EFFORTS



Department of Buildings @NYC_Buildings · Jan 7

Every month we publish an Enforcement Bulletin highlighting some of DOB's actions to sanction and deter bad actors in the construction industry.

That includes suspending/revoking licenses and issuing \$\$\$thousands in penalties.

See the most recent: nyc.gov/assets/buildin...

DOB completed several major enforcement actions in November, including:

- 8 violations and \$110,000 in penalties issued for Failure to Safeguard construction sites at 8 locations.
- 19 violations and \$407,625 in penalties, including daily penalties, issued for illegal building alterations at 3 locations.
- 1 violation and \$10,000 in penalties issued to 1 individual for failure to carry out the duties of a construction superintendent.



Jimmy Oddo @HeyNowJO · Jan 6

We recently released @NYC_Buildings enforcement bulletin for November 2024. Details of those sanctioned and their infractions in link below, including one bad actor in the Bronx who racked up \$181,875 in violations for wrongdoing at 1419 Bryant Avenue...

...

OTA: COMMUNICATION EFFORTS



nyc_dob 03/11/25

In New York City, landlords are required to have an active contract with an approved elevator company, and to make needed repairs immediately.

Residents in buildings with nonworking elevators are strongly encouraged to call our friends @nyc311 and file a report so the elevators can be inspected!

Learn more from the "Ask Real Estate" section by @nytimes:

[nytimes.com/2025...](https://www.nytimes.com/2025...)



 nytimes.com

Who to Blame When the Elevators Don't Work

OTA: COMMUNICATION EFFORTS

By NYC Department of Buildings Press Office • 2/4/2025



NYC Department of Buildings

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OTA: TENANT SAFETY INSPECTIONS

The number of inspections conducted by the OSI Unit related to tenant harassment and TPP compliance are as follows:

- This quarter, OSI **conducted 71 inspections*** stemming from tenant harassment complaints, resulting in **53 violations** and **11 Stop Work Orders (SWOs)**.
- Additionally, **207 proactive OSI TPP compliance inspections** resulted in **42 violations** for unsafe conditions and **17 Stop Work Orders (SWOs)**.

**includes OTA referrals*

OTA: TENANT SAFETY INSPECTIONS

(CONTINUED)

- **249 six-month re-inspections for TPP compliance** resulted in **19 violations** and **11 SWOs**.
- Finally, as a result of **179 proactive inspections**, **31 violations**, and **9 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.



NYCTM **Buildings**

nyc.gov/buildings