

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Second Quarter 2025

build safe | live safe

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Buildings

OFFICE OF THE TENANT ADVOCATE

BACKGROUND

Quarterly report for the **Office of the Tenant Advocate (OTA)**, prepared pursuant to **Local Law 161 of 2017** covering the second quarter of 2025.

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

The 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 Distribute TPPs*).

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

(CONTINUED)

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

OTA: INQUIRIES & COMPLAINTS

- OTA received **404 inquiries** resulting in **162 complaint inspections** performed primarily by DOB's **Office of Strategic Inspections (OSI) Unit**.
- OTA made **179 referrals** to other City and State agencies.
- Current response time for tenant harassment complaints: **0.42 days**.

OTA: INQUIRIES & COMPLAINTS

COMPLAINTS

(CONTINUED)

- OTA conducted proactive research of **875 buildings** identified as having a high likelihood for enforcement action.
- **8** Tenant Protection Plans (TPPs) were referred for plan examination audits.

OTA: TENANT COMMUNICATION

OTA regularly interacts with tenants and other government agencies and serves as a resource to community-based organizations.

The following is a summary of OTA's communication efforts to tenants:

- 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: TENANT COMMUNICATION

(CONTINUED)

- OTA took part in the Third Annual Affordable Housing Expo event that was held at the CUNY Graduate Center, 365 Fifth Avenue, with over 2,000 registered attendees. This citywide event provided New Yorkers with the tools to rent smarter, buy better, and live securely. The registered attendees gained access to tenant rights information during active construction, the OTA complaint intake form, OATH violation information, information on how to maneuver BIS and DOB NOW Public Portal, and legal resources.

OTA: TENANT COMMUNICATION

- OTA participates in monthly meetings with Mayoral staff, HPD, DSS, and various other city agencies as part of the Tenant Protection Cabinet. This multi-agency coordination is an effort to better serve tenants by creating pathways to renter-focused programs and enforcement efforts.
- 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

Office of the Tenant Advocate



212-393-2949



TenantAdvocate@buildings.
nyc.gov



nyc_dob
New York City



nyc_dob 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

Or check the link in our bio to learn more!

11w



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OTA: COMMUNICATION EFFORTS



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



OTA: COMMUNICATION EFFORTS

You reposted

NYC Housing @NYCHousing · Apr 7

Replying to @NYCHousing

If you own or live in a home built before 1978, you may have lead paint on your walls, which can poison young children. Join our upcoming class to learn about the dangers of lead paint, how to safely remediate, and what resources are available to help: nyc.gov/housing-classes



Lead-Based Paint Basics for Homeowners

April 8, 12pm—2pm

nyc.gov/housing-classes **NYC**

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NYC Consumer and Worker Protection @helloDCWP · Jun 3

Unlicensed home improvement contractors have no place in your home!

To help protect your home and money, we updated DCWP's Wall of Shame. These businesses have received violations within the last 12 months for operating without a license.

Check it out! on.nyc.gov/48CKwtG



DCWP's Wall of Shame 'Nails It' To Unlicensed Home Improvement Contractors.

NYC Consumer and Worker Protection

You and 2 others

OTA: COMMUNICATION EFFORTS



NYC Buildings

May 12 · 🌐

Construction Safety Week may have come and gone, but promoting worksite safety will remain a 24/7 priority at DOB! Let's dedicate ourselves to make sure that safety remains at the forefront of our minds, this week and every week!

Check our press release on Construction Safety Week to learn about the many YEARROUND initiatives geared toward promoting worksite safety throughout all five boroughs:

<https://www.nyc.gov/.../dob/pr-cons-safety-week-2025.page.....> See more



OTA: COMMUNICATION EFFORTS



NYC Department of Buildings

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You reposted

Jimmy Oddo @HeyNowJO · Apr 10

We are headed back to The Rock in May.

@NYC_Buildings in Your Community returns, and we are starting in Staten Island.

And we are being joined by @FDNY and @NYCWater.

Tell your friends, tell your friends...



Intergovernmental Affairs & Community Outreach Unit

JOIN US! DOB IN YOUR COMMUNITY

The NYC Department of Buildings (DOB) is coming to your neighborhood to assist property owners and small business owners with:

- construction project consultation for properties (1-4 family homes) and small businesses
- resolving open violations, including DOB violations and OATH summaries
- resolving Stop Work Orders, and
- general construction and building maintenance regulations guidance.

In addition, DOB will be joined by representatives from the NYC Department of Environmental Protection and the NYC Fire Department to further assist you with your related needs.

05.17.25
Saturday, 10AM - 3PM

**OCEAN BREEZE
ATHLETIC COMPLEX**
625 Father Capodanno Boulevard
Staten Island, NY, 10305

REGISTER NOW!

Use the QR-code or register at
www.eventbrite.com/e/1301027149779
to get the guidance you need.



OTA: COMMUNICATION EFFORTS



nyc_dob 04/09/25

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Call: 212-393-2949

Learn more: on.nyc.gov/3NtnC...



nyc_dob > ConstructionSafetyWeek 05/08/25

Keeping construction sites safe and code-compliant means keeping them well organized! Messy worksites can lead to tripping hazards and endanger both workers at the site and the public at-large.

Here are some things you can do to keep safe:

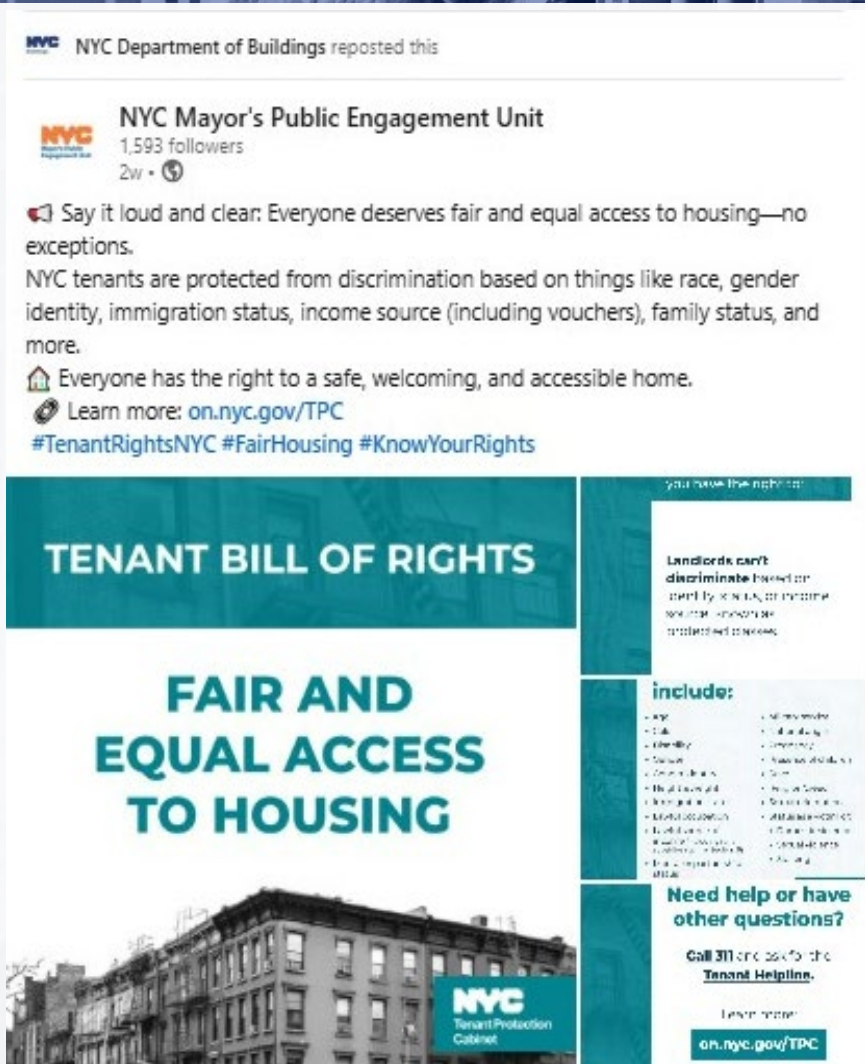
- Keep all materials away from floor and building edges
- Secure storage areas
- Add fall protection around floor and shaft openings
- Keep extension cords away from liquids
- Spring clean daily!

See site with poor housekeeping? Call 311 and we'll check it out!





OTA: COMMUNICATION EFFORTS



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Department of Buildings @NYC_Buildings · Mar 13

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

Residents with nonworking elevators should call our friends @nyc311 so we can inspect!

Learn more from @nytimes: nytimes.com/2025/03/08/rea...

The New York Times

ASK REAL ESTATE

Who to Blame When the Elevators Don't Work

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

Share full article



0:03

Nadia Pillon

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nychealthy @nycHealthy · Jun 5

It's not officially summer yet, but it feels like it today!

Heat can be dangerous if you don't have air conditioning. See if you or a loved one qualifies for a free air conditioner through the Home Energy Assistance Program: on.nyc.gov/heap2025



OTA: TENANT SAFETY INSPECTIONS

Inspections conducted by the OSI Unit related to tenant harassment and TPP compliance:

- **56 inspections*** stemming from tenant harassment complaints, resulting in **18 violations** and **6 Stop Work Orders (SWOs)**.
- **338 proactive Tenant Protection Plan (TPP) compliance inspections** resulted in **32 violations** for unsafe conditions and **12 SWOs**.
- DOB performed **305 periodic re-inspections** of job sites with active TPPs for compliance. As a result, **21 violations** and **8 SWOs were issued**.

**includes OTA referrals*



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nyc.gov/buildings