

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Second Quarter of 2023

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Buildings

BACKGROUND

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

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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 593 **inquiries**; those complaints resulted in 268 **inspections** by DOB's Multiple Dwelling Inspection Unit (MDI) and/or other DOB Enforcement units and 281 **referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the Multiple Dwelling Unit (MDI) is currently performing such inspection within **.709 days** of the date of referral.
- Additionally, OTA conducted proactive portfolio research in 18 buildings identified as **at risk** and referred 43 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
- Insufficient TPPs; **and**
- Inquiries pertaining to Department processes (*i.e., how to post or deliver TPPs*)
- Questions about the TPP Special Inspection requirement

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Tenant Communication Efforts

The following describes OTA's communication efforts to Tenants:

- OTA interacts with tenants on a regular basis. OTA's contact information is listed on the Department's website, which allows the public to contact OTA directly. OTA can be reached at tenantadvocate@buildings.nyc.gov or **(212) 393-2949**.
- OTA also serves as a resource to community-based organizations, City, State and 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.

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Communication Efforts

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 NYC Mayor's Public Engagement Unit  @MayorsPEU · Jun 20

June is #HealthyHomesMonth. You are entitled to a healthy, pest-free home. Reach out to your landlord or building management if you have pests in your unit, it is your legal right.

Learn more about pest control on.nyc.gov/2MGRzIR

#NHHM23 #TenantRightsTuesdays @nycHealthy



KNOW YOUR RIGHTS


Need to kick unwanted house pests to the curb?

All NYC tenants have the legal right to live in a home that's free of pests, vermin, and other hazardous conditions.

NYC Tenant Support Unit

ALT Tenant Support Unit

10 6 2,663



LANDLORDS USING CONSTRUCTION AS A FORM OF TENANT HARASSMENT IS ILLEGAL.

TO FILE A COMPLAINT CALL 311 AND ASK FOR DOB'S OFFICE OF THE TENANT ADVOCATE.

Renters have rights, including not being intimidated or harassed by landlords. Construction can be used as a form of tenant harassment. This can include cutting off essential services like heat, hot water, or gas and doing excessively noisy work at odd hours. The Office of the Tenant Advocate, Enforcing tenants' rights when landlords are wrong.

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nyc_dob



nyc_dob If you believe you are the victim of construction-related harassment, DOB's Office of the Tenant Advocate is here for you!

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 the Office of the Tenant Advocate (OTA).

Harassment is any act or omission by or on behalf of an owner that causes or is intended to cause a tenant to surrender or waive any rights in relation to the occupancy of their unit and it is against the law to use construction to harass tenants.

Check the link in our bio to learn more about your rights and to connect with our OTA team!

7w

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Living in a building that is undergoing renovation can be difficult, but conditions should never present hazards to occupants. DOB works to help minimize the impact of construction on tenants through the Office of the Tenant Advocate (OTA)



If you are being harassed by your landlord, information and help is available to you. Qualifying low-income or senior households may also be eligible for free legal assistance. If you believe your landlord is using construction as a tool for harassment, contact OTA by phone at (212) 393-2949 or by email at tenantadvocate@buildings.nyc.gov. OTA is here for you!

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

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NYC Buildings

May 2

Join us to learn all about the services NYC has available to you!

Details: <https://on.nyc.gov/3oUREi9>



Homeowner Resource Fair

May 2, 2023, 6:00 PM
Join Zoom Meeting: bit.ly/40XxH8C
Meeting ID: 876 5469 5145
Passcode: 646111



Presented by: NYC Department of Housing Preservation & Development and Council Member Amanda Farias

Learn about:

- Foreclosure prevention and legal help
- Property tax abatements and exemptions
- Information on humane evictions and reentry



Foro de Recursos para Los Inquilinos

2 de Mayo 2023, 6:00 PM
Zoom: bit.ly/40XxH8C
Meeting ID: 876 5469 5145
Passcode: 646111



Aprende sobre:

- Programas para "congelar el alquiler" para arrendatarios calificados de alquiler regulado
- Cómo solicitar las loterías de apartamentos asequibles de HPD
- Cómo mejorar su crédito y protección contra la discriminación de vivienda
- Cómo funciona el Tribunal de vivienda y cuándo usarlo
- Recursos que pueden protegerle contra el acoso y el desalojo



NYC Department of Housing Preservation & Development (HPD)

May 2

REMINDER: Join us, [NYC Council Member Amanda Farias](#), [NYC Buildings](#), New York City Department of Finance, [Center for NYC Neighborhoods](#) for our Homeowner Resource ... See more

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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 122 inspections*** stemming from tenant harassment complaints, resulting in 102 **violations/summonses** and 10 **Stop Work Orders (SWOs)**.
- Additionally, 661 **proactive MDI TPP compliance inspections** resulted in 51 **violations** for unsafe conditions and 9 **Stop Work Orders (SWOs)**.

**includes OTA referrals*

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Tenant Safety Inspections

(continued)

- **252 six-month re-inspections for TPP compliance** resulted in **9 violations**.
- Finally, as a result of **370 proactive inspections**, **8 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 two years.

The logo for NYC Buildings, featuring the letters 'NYC' in a large, bold, white, blocky font. A small 'TM' trademark symbol is located to the upper right of the letter 'C'.

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