

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Fourth Quarter of 2024

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**NYC**  
Buildings

# 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 fourth quarter of 2024.

# OTA: INQUIRIES & COMPLAINTS

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

# OTA: INQUIRIES & COMPLAINTS

## COMPLAINTS RECEIVED BY OTA

- This quarter OTA received **431 inquiries**. Those complaints resulted in **185 inspections** by DOB's **Office of Special Inspections (OSI) Unit** and/or other DOB enforcement units and **227 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the OSI Unit is currently performing such inspection within **.661 days** of the date of referral.
- Additionally, OTA conducted proactive portfolio research in **755** buildings identified as **at risk** and referred **8** 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.

## **OTA's communication efforts to Tenants includes:**

- Participation in the bi-monthly meetings of the North Brooklyn Housing Task Force with local community groups, elected officials, and City/State agencies
- Joint participation with DOB's Administrative Enforcement Unit in a panel discussion on how to correct OATH violations in October

# OTA: TENANT COMMUNICATION

(CONTINUED)

- 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](mailto:tenantadvocate@buildings.nyc.gov)**.
- **\*\*NEW\*\*** Tenants can also complete a **[fillable complaint form](#)** and send it to OTA via email.

# OTA: COMMUNICATION EFFORTS



nyc\_dob 10/08/2024

...

For tenants, it's important to know that construction can be noisy and disruptive, but it should never present hazards to tenants. Our Office of the Tenant Advocate is here to help prevent construction-related harassment.

Learn more: [nyc.gov/site...](https://nyc.gov/site...)



# OTA: COMMUNICATION EFFORTS



nyc\_dob 10/08/2024



In 2024 we've helped more than 1,100 tenants with investigating and combating this type of harassment. If you think you're the potential victim of construction related harassment, OTA is here for you!



# OTA: COMMUNICATION EFFORTS

You reposted

 **Department of Buildings** @NYC\_Buildings · Oct 9, 2024 Promote

Rain or shine, DOB is here to provide exceptional customer service all the time 🌧️☀️👏

Our Community Engagement Unit recently attended a Fall Fair hosted by @cmlindalee, where we got to chat with New Yorkers about our Office of the Tenant Advocate (OTA) among other issues!



 **Department of Buildings** @NYC\_Buildings · Oct 9, 2024

Living in a building that is undergoing renovation or construction can be difficult, but conditions should never be dangerous or present hazards to occupants. OTA is here to help combat construction-related harassment 🙌

Learn more: [nyc.gov/site/buildings...](https://nyc.gov/site/buildings...)



# OTA: COMMUNICATION EFFORTS



NYC Buildings

December 24, 2024 at 9:00 AM · 🌐

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).

If you're concerned your landlord is failing to maintain your residence and putting tenant safety at risk, our Office of the Tenant Advocate is here... [See more](#)



# OTA: COMMUNICATION EFFORTS



Department of Building @NYC\_Building · Dec 24, 2024 Promote ...

Living in a building under renovation can be tough — but it should never be dangerous ⚠️

If you think your landlord is putting your safety at risk, NYC's Office of the Tenant Advocate can help!

Learn more: [on.nyc.gov/3NtnCsQ](https://on.nyc.gov/3NtnCsQ)



# OTA: COMMUNICATION EFFORTS



NYC Buildings

October 22, 2024

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).

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



# OTA: TENANT SAFETY INSPECTIONS

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

- This quarter, OSI **conducted 83 inspections** stemming from tenant harassment complaints, resulting in **44 violations** and **17 Stop Work Orders (SWOs)**.
- Additionally, **354 proactive OSI TPP compliance inspections** resulted in **31 violations** for unsafe conditions and **22 Stop Work Orders (SWOs)**.
- **230 six-month re-inspections for TPP compliance** resulted in **12 violations** and **6 SWOs**.

*\*includes OTA referrals*

# OTA: TENANT SAFETY INSPECTIONS

*(CONTINUED)*

- Finally, as a result of **26 proactive inspections**, **5 violations** 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.

The logo features the letters 'NYC' in a large, bold, white, blocky font. A small 'TM' trademark symbol is positioned to the upper right of the 'C'. Below 'NYC', the word 'Buildings' is written in a white, sans-serif font.

# NYC<sup>TM</sup> Buildings

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