

BACKGROUND

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

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 679 inquiries; those complaints resulted in 297 inspections by DOB's Multiple Dwelling Inspection Unit (MDI) and/or other DOB Enforcement units and 339 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 .637 days of the date of referral.
- Additionally, OTA conducted proactive portfolio research in 139 buildings identified as at risk and referred 61 Tenant Protection Plans for audit.

Inquiries Received by OTA primarily include:

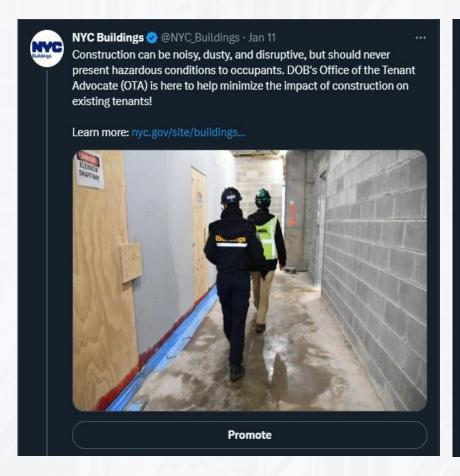
- Work Without a Permit complaints
- Failure to comply with Tenant Protection Plan (TPP) or unsafe construction complaints
- Failure to post a TPP Notice or Safe Construction Bill of Rights complaints
- Insufficient TPPs; and
- Inquiries pertaining to Department processes (i.e., how to post or deliver TPPs)
- Questions about the TPP Special Inspection requirement

Tenant Communication Efforts

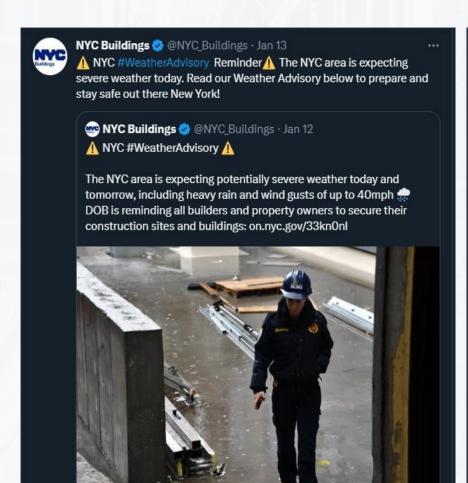
The following describes OTA's communication efforts to Tenants:

- 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.
- OTA will launch a TV and print ad campaign in April 2023 to inform tenants of our services.

Communication Efforts









NYC Buildings ② @NYC_Buildings · Feb 24

Construction work can be dangerous if the proper safeguards are not implemented. DOB inspectors are here to promote safety and code compliance at construction sites. If you see a potentially dangerous site, help us out by calling 311 and DOB personnel will be routed to the scene.





A fall from any height can potentially lead to serious injuries or worse. Always follow best safety practices for staying safe on the job!





The Bureau of Labor Statistics reported that 986 construction workers died on the job in 2021, with 378 of those fatalities related to falls from elevation. Lea... See more

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 194 inspections* stemming from tenant harassment complaints, resulting in 120 violations/summonses and 38 Stop Work Orders (SWOs).
- Additionally, 405 proactive MDI TPP compliance inspections resulted in 65 violations for unsafe conditions and 9 Stop Work Orders (SWOs).

^{*}includes OTA referrals

Tenant Safety Inspections

(continued)

- 93 six-month re-inspections for TPP compliance resulted in 11 violations.
- Finally, as a result of 76 proactive inspections, 9 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.

