

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

## First Quarter of 2021

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Buildings

# BACKGROUND

- This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the first quarter of 2021.

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The number of complaints received by the Office of the Tenant Advocate (OTA) and a description of such complaints:

- This quarter, OTA received **594 inquiries**; those complaints resulted in **65 inspections** by the DOB Office of the Buildings Marshal (OBM), **72 inspections** by other DOB Enforcement units and **426 referrals** to other City and State agencies.

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- Where a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within **.42 days** of the date of referral

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## **Inquiries received by the OTA primarily include:**

- Complaints about non-compliance with COVID-19 safety measures
- Work Without a Permit complaints
- Failure to comply with Tenant Protection Plan complaints
- Failure to post a Tenant Protection Plan Notice or Safe Construction Bill of Rights complaints
- Insufficient Tenant Protection Plans; and

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- Inquiries pertaining to Department processes (e.g. how to post or deliver tenant protection plans).

## Notable activities and staffing changes during the first quarter:

- OTA launched its **Plan Exam Unit** to audit Tenant Protection Plans in occupied residential and mixed-use buildings.
- OTA hired a **new Tenant Liaison**, for a total of three Tenant Liaisons.

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**A description of efforts made to communicate with tenants:**

- OTA interacts with members of the public, including 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 **(212) 393-2949** or [tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov).
- OTA also serves as a resource to community-based organizations, City, State and federal elected officials, and government agencies.

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- OTA participates in community meetings, tenant meetings, and information sessions as requested.
- OTA is updating its online content to provide additional resources for tenants.
- DOB will shortly launch an OTA advertising campaign to increase awareness about the services offered by the unit.



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👋 Hey NYC. Remember to:

🧑‍🤝‍🧑 Wear a mask

🧼 Wash your hands

📱 Text 'COVID TEST' to 855-48 to get a free test near you today



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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.

Reach us via email & phone:

✉️: [TenantAdvocate@buildings.nyc.gov](mailto:TenantAdvocate@buildings.nyc.gov)

📞: 212-393-2949



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If you qualify for the COVID-19 vaccine, make your appointment today:[nyc.gov/vaccinefinder](https://nyc.gov/vaccinefinder)

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The number of recommendations made to the Commissioner to issue a Stop Work Order (SWO) for a site that is not complying with a Tenant Protection Plan (TPP):

- This quarter, the **Office of the Buildings Marshal (OBM) conducted 114 inspections** stemming from tenant harassment complaints, resulting in **57 violations/summonses, 36 SWOs** and **0 Vacate Orders**.
- Additionally **335 OBM proactive TPP compliance inspections** resulted in **54 violations** and **55 SWO violations** for failure to comply with the TPP.

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- **300 six-month re-inspections** resulted in **6 violations** and **5 SWOs**.
- Finally, as a result of proactive inspections, **50 violations** and **33 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 consists of the letters 'NYC' in a bold, white, sans-serif font. A small 'TM' trademark symbol is located at the top right of the letter 'C'.

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