

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Second Quarter of 2024

build safe | live safe

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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 second quarter of 2024.

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

Following are inquiries received by OTA :

- 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
- Inquiries pertaining to Department processes (i.e., *How to Post or Deliver TPPs*)

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

(CONTINUED)

- Insufficient TPPs
- Questions about the TPP Special Inspection requirement

OTA: INQUIRIES & COMPLAINTS

COMPLAINTS

Following is the number of complaints received by OTA with a description of each complaint:

- This quarter OTA received **598 inquiries**. Those complaints resulted in **360 inspections** by DOB's **Multiple Dwelling Inspections (MDI) Unit** and/or other DOB enforcement units and **229 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the MDI Unit is currently performing such inspection within **.766 days** of the date of referral.

OTA: INQUIRIES & COMPLAINTS

COMPLAINTS

(CONTINUED)

- Additionally, OTA conducted proactive portfolio research in **147** buildings identified as **at risk** and referred **19** 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.

The following describes OTA's communication efforts to Tenants:

- OTA participates in the bi-monthly meetings of the North Brooklyn Housing Task Force and East Brooklyn Housing Task Force with local community groups, elected officials, and City/State agencies.

OTA: TENANT COMMUNICATION

(CONTINUED)

- OTA's contact information is listed on DOB's website, which allows the public direct contact. 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



NYC Department of Buildings

24,798 followers

2w • 🌐

Construction can be noisy, dusty, and disruptive, but should never present hazardous conditions to occupants.

DOB's Office of the Tenant Advocate (OTA) is here to help minimize the impact of construction on existing tenants!

Learn more: <https://lnkd.in/exZDRxn7>

OTA: COMMUNICATION EFFORTS



NYC Department of Buildings

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Safety is a 24/7 kind of job 🧑‍🚒

Yesterday, our Department of Buildings team had a crucial chat with construction crews at 1 Times Square in Manhattan, marking the start of [#ConstructionSafetyWeek](#) 📣

Along with our friends at the [U.S. Department of Labor](#) we spoke with more than 100 construction workers about the vital importance of remaining vigilant and prioritizing safety while on the job...
[See more](#)

OTA: COMMUNICATION EFFORTS

 **NYC Buildings** @NYC_Buildings · Jun 14 Promote ...

Construction can be noisy, dusty, and disruptive, but should never present hazardous conditions to occupants.

DOB's Office of the Tenant Advocate (OTA) is here to help minimize the impact of construction on existing tenants!

Learn more: nyc.gov/site/buildings...



OTA: COMMUNICATION EFFORTS

NYC Buildings 6 days ago · 🌐

Do you need help staying cool? HEAP Cooling Assistance helps eligible New Yorkers buy a fan or air conditioner for their home.

Learn more about HEAP and if you qualify: otda.ny.gov/programs/heap

#BeatTheSummerHeat #TenantRightsTuesday #TenantRights

KNOW YOUR RIGHTS

Do you need help staying cool?

NYC Mayor's Public Engagement Unit **Tenant Support Unit**

HEAP Cooling Assistance

helps eligible New Yorkers buy a fan or air conditioner for their home. Act fast to prepare for the hot summer! Benefits are available on a first-come first-served basis.

Learn more about HEAP and if you qualify:

! The safest way to stay cool during a heatwave is to spend time in your air conditioned home.

If you don't have air conditioning, visit a family member or friend who has it or **call 311 to find a cooling center near you!**



OTA: COMMUNICATION EFFORTS



When members of the public reach out, we listen.

Residents in Arlington, Staten Island recently told us about a nearby business that had started illegally using over a dozen large shipping containers as a makeshift multi-story storage structures in their neighborhood. We routed inspectors to the scene to investigate, and found the 16 unpermitted storage containers, stacked 3-containers high, had been installed as a permanent warehouse building. The use of these containers was in violation of the property's Certificate of Occupancy, and could pose a potential safety hazard to the public.

DOB Attorneys from our Padlocks Unit informed the business owners about the city regulations for storing shipping containers on a property, and ordered them to be removed immediately or risk having the property padlocked. Thanks to the collaborative work of several units here in the department, the neighboring residents, and the cooperation of this business owner, the shipping containers have all been emptied of merchandise, and the business owner is having a crane brought in next week to permanently remove the unpermitted containers.

Members of the public who have concerns about illegal or unsafe building conditions in their neighborhood are strongly encouraged to let us know about it by filing an official complaint with the City. The fastest way to do this is by reaching out to NYC 311.

OTA: COMMUNICATION EFFORTS



NYC Buildings @NYC_Buildings · Jun 27 Promote

Summer has arrived and in NYC that means BBQs, trips to the boardwalk and no-cost no-penalty inspections from DOB 🍷👨🏻‍🔧

Back by popular demand, small home/business owners can call 311 to schedule a free inspection and get expert analysis on parts of their building!

**No-Penalty
No-Cost
Inspections**

Decks, Patios, Retaining Walls,
Facades and more

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The image is a screenshot of a tweet from the official NYC Buildings Twitter account. The tweet is dated June 27 and is marked as 'Promoted'. The text of the tweet announces that summer has arrived in NYC, which means BBQs, trips to the boardwalk, and no-cost, no-penalty inspections from the Department of Buildings (DOB). It states that, back by popular demand, small home and business owners can call 311 to schedule a free inspection and receive expert analysis on parts of their building. Below the text is a photograph of a row of colorful townhouses in New York City. Overlaid on the photograph is a yellow box with the text 'No-Penalty No-Cost Inspections' in red, and another yellow box below it with the text 'Decks, Patios, Retaining Walls, Facades and more' in red. The NYC Buildings logo is visible in the bottom right corner of the photograph.

OTA: TENANT SAFETY INSPECTIONS

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

- This quarter, MDI **conducted 537 inspections** stemming from tenant harassment complaints, resulting in **395 violations** and **20 Stop Work Orders (SWOs)**.
- Additionally, **680 proactive MDI TPP compliance inspections** resulted in **63 violations** for unsafe conditions and **33 Stop Work Orders (SWOs)**.

**includes OTA referrals*

OTA: TENANT SAFETY INSPECTIONS

(CONTINUED)

- **309 six-month re-inspections for TPP compliance** resulted in **8 violations** and **4 SWOs**.
- Finally, as a result of **287 proactive inspections**, **41 violations**, and **13 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 2 years.



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