

An aerial photograph of New York City, showing a dense grid of buildings and streets. A semi-transparent blue rectangular overlay covers the middle portion of the image, serving as a background for the text.

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

First Quarter of 2019

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BACKGROUND

This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the first quarter of 2019.

OFFICE OF THE TENANT ADVOCATE

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

- Since January 1, 2019, the OTA has received **311** inquiries. This does not include complaints filed through NYC 311 related to construction as harassment, which are routed directly to the Department of Buildings Office of the Building Marshal (OBM). OBM received **175** complaints related to construction as harassment during this reporting period.

OFFICE OF THE TENANT ADVOCATE

- **Inquiries received by the OTA primarily include:**
 - **Inquiries pertaining to Department processes (e.g. how to post or deliver tenant protection plans)**
 - **Inquiries pertaining to general maintenance requirements/failure to maintain**
 - **Work Without a Permit complaints**
 - **Failure to comply with a Tenant Protection Plan complaints; and**
 - **Failure to post a Tenant Protection Plan Notice or Safe Construction Bill of Rights complaints**

OFFICE OF THE TENANT ADVOCATE

The average time taken to respond to complaints.

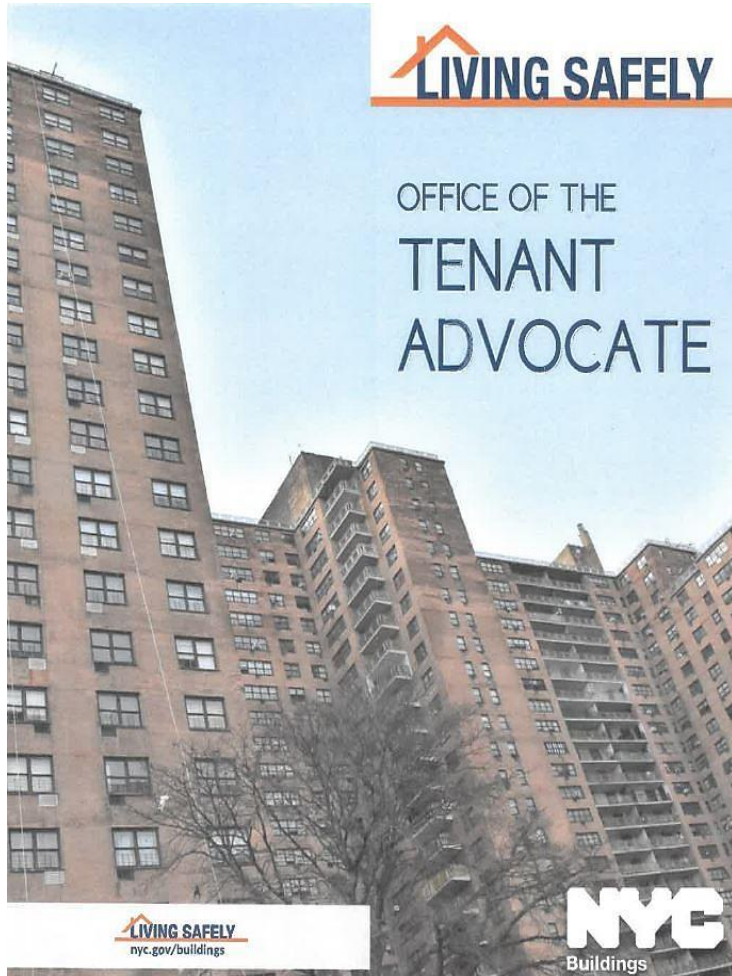
- The average response time from the date on which an inquiry was received by the OTA to the date on which it was responded to was **3.28** days.
- The average time to respond for an inquiry that required an inspection was **2** days. OBM receives referrals from the OTA and performs these inspections.
- The average time for OBM to perform these inspections was **2** days.

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A description of efforts made to communicate with tenants.

- The OTA interacts with members of the public on a regular basis. The OTA's contact information is listed on the Department's website. The OTA can be contacted at **(212) 393-2949** or tenantadvocate@buildings.nyc.gov.
- The OTA also serves as a resource to property owners, community based organizations, city, state and federal elected officials, and government agencies.
- This quarter, the OTA worked with Department staff to perform social media outreach and created a brochure for distribution to tenants living in occupied buildings that may be impacted by construction.

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¿Eres inquilino de un edificio bajo renovaciones de construcción? Verifica si has recibido aviso al respecto. La ley lo requiere. Sino, llama al [@nyc311](https://twitter.com/nyc311), para más información o para poner tu queja. www1.nyc.gov/311/



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Are you a tenant in a building undergoing construction alterations? Verify you've received notice. It's the law. If not, contact [@nyc311](https://twitter.com/nyc311), to learn more or to file a complaint. www1.nyc.gov/311/ #buildsafelivesafe

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The number of recommendations made to the Commissioner to issue a stop work order for a site that is not complying with a tenant protection plan and the number of such recommendations followed by the Commissioner.

Since January 1, 2019, 18 inspections triaged through the OTA resulted in a Stop Work Order being issued. These Stop Work Orders were issued for violations ranging from Work Without a Permit to non-compliance with the applicable Tenant Protection Plan.



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