OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT First Quarter of 2024



BACKGROUND

This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the first quarter of 2024.





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 569 inquiries. Those complaints resulted in 344 inspections by DOB's Multiple Dwelling Inspections Unit (MDI) and/or other DOB Enforcement units and 248 referrals to other City and State agencies.



Inquiries & Complaints

(CONTINUED)

- Where a tenant harassment inquiry requires an inspection, the Multiple Dwelling Inspections Unit (MDI) is currently performing such inspection within .743 days of the date of referral.
- Additionally, OTA conducted proactive portfolio research in 69 buildings identified as at risk and referred 14 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
 - Inquiries pertaining to Department processes (i.e., How to post or deliver TPPs)

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Inquiries Received by OTA primarily include: (CONTINUED)

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- Insufficient TPPs; and
- Questions about the TPP Special Inspection requirement





Tenant Communication Efforts

OTA interacts with tenants on a regular basis. The following describes OTA's communication efforts to Tenants:

- OTA serves as a resource to community-based organizations, city/state/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.



Tenant Communication Efforts (CONTINUED)

OTA's contact information is listed on DOB's website, which allows the public to contact OTA directly. OTA can be reached by phone at (212) 393-2949 or by email at <u>tenantadvocate@buildings.nyc.gov</u>.





Communication Efforts



nyc_dob



nyc_dob 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 Λ

If your building is undergoing construction, you can contact OTA with, questions, comments, and complaints concerning the work being done in your building, a Tenant Protection Plan (TPP), tenant harassment, or other tenant-related issues.

Check the link in our bio to learn more.

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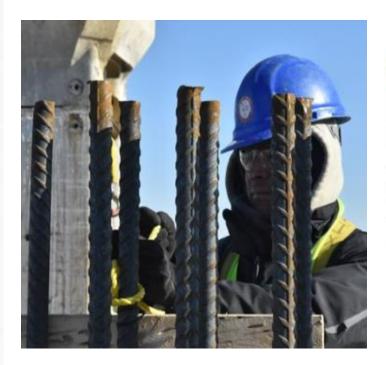
View insights



Building

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Communication Efforts



March 4 · 🕲

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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. That's why DOB works to help minimize the impact of construction on existing tenants through the Office of the Tenant Advocate (OTA)!

OTA is here to serve as a resource to tenants who are affected by work in occupied buildings. If your building is undergoing construction, you can contact OTA with, questions, comments, and complaints concerning the work being done in your building, a Tenant Protection Plan (TPP), tenant harassment, or other tenant-related issues.

Learn more: https://www.nyc.gov/site/buildings/tenant/ota.page

build safe live safe



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Communication Efforts

tl You reposted



NY Senator Jessica Ramos @NYSenatorRamos · Mar 28 ···· Next week representatives from @NYC_Buildings will have office hours at our office #SeenIn13! The DOB has many offerings to support both tenants and homeowners.

Call us at (718) 205 3881 to make an appointment!





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Communication Efforts



NYC Buildings will be in our district office on Thursday, April 18 from 11:00 a.m. to 3:00 p.m. at 254 E 4th Street, to provide support on a variety of inquirie... See more

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Communication Efforts



9, ATTENTION NEW YORKERS!

Remember, it is illegal for someone to pressure or force you to leave your home. Do not selfevict!

Call 311 and ask for the Tenant Helpline to learn more about your rights. Follow @mayorspeu for more. #KYR



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Communication Efforts



NYC Buildings 🦃 @NYC_Buildings · Mar 11

Props to our sister agency @NYCHousing for holding bad actors accountable!

Landlords have a legal responsibility to keep their properties safe and code compliant, this action shows that NYC will not sit back and allow bad actors to shirk those responsibilities.

🥶 NYC Housing 🎲 @NYCHousing • Mar 11

Notoriously bad landlord Daniel Ohebshalom has continuously put his residents and their families at risk. He has repeatedly failed to address serious conditions or correct ~700 violations. Today, we've secured a warrant for his arrest.

Show more





Communication Efforts



NYC Department of Buildings 22,959 followers 1mo • (5)

Did you know that most NYC residential buildings MUST install natural gas detectors by 2025 😕

Make sure that your property is not caught unaware by the new rule stemming from City Council legislation.

And thanks to the Brick Underground for the coverage!

https://lnkd.in/eddsMZ6c



Most NYC residential buildings must install natural gas detectors by 2025 brickunderground.com + 2 min read

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Communication Efforts



Construction can be noisy, dusty and disruptive. Living in a building that is undergoing renovation

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OTA is here to serve as a resource to tenants who are affected by work in occupied buildings. If your building is undergoing construction... See more



TO FILE A COMPLAINT CALL 311 AND ASK FOR DOB'S OFFICE OF THE TENANT ADVOCATE. Renters have rights, including not being initiated or harassed by landingts. Construction can be used as a form of fenant harassment. This can include cutting of essential services like heat, but water, or pas and doing escressively noisy work at odd hours. The office of the fenant Advocate. Extercing tenant's rights when landlards are wreng-



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Tenant Safety Inspections

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

This quarter, MDI conducted 713 inspections stemming from tenant harassment complaints, resulting in 600 violations and 23 Stop Work Orders (SWOs).

Additionally, 263 proactive MDI TPP compliance inspections resulted in 5 violations for unsafe conditions and 5 Stop Work Orders (SWOs).

*includes OTA referrals



Tenant Safety Inspections (CONTINUED)

- 188 six-month re-inspections for TPP compliance resulted in 20 violations and 11 SWOs.
- Finally, as a result of 264 proactive inspections, 29 violations, and 8 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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