

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Second Quarter of 2022

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BACKGROUND

- This quarterly report has been prepared pursuant to **Local Law 161 of 2017** and covers the second quarter of 2022.

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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 **651 inquiries**; those complaints resulted in **234 inspections** by the DOB Office of Tenant Protection (OTP) or other DOB Enforcement units and **370 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the Office of Tenant Protection is currently performing such inspection within **.56 days** of the date of referral.

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Inquiries received by the OTA primarily include:

- Work Without a Permit complaints
- Failure to comply with Tenant Protection Plan or Unsafe Construction complaints
- Failure to post a Tenant Protection Plan Notice or Safe Construction Bill of Rights complaints
- Insufficient Tenant Protection Plans; and
- Inquiries pertaining to Department processes (*i.e., how to post or deliver tenant protection plans*).

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Tenant Communication Efforts

Following is a description of the communication efforts OTA made 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. Contact OTA at tenantadvocate@buildings.nyc.gov or at **(212) 393-2949**.
- OTA also serves as a resource to community-based organizations, City, State and federal elected officials, and government agencies.

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Communication Efforts

NYC Buildings May 25 · 🌐

Construction can be noisy, dusty and disruptive, but conditions should never present dangers to occupants. If you think you are the target of construction-related harassment, DOB's Office of the Tenant Advocate is here to help 🙋

Know your rights: <https://on.nyc.gov/3NtnCsQ>



LANDLORDS USING CONSTRUCTION AS A FORM OF TENANT HARASSMENT IS ILLEGAL.

TO FILE A COMPLAINT CALL 311 AND ASK FOR DOB'S OFFICE OF THE TENANT ADVOCATE.

Renters have rights, including not being intimidated or harassed by landlords. Construction can be used as a form of tenant harassment. This can include cutting off essential services like heat, hot water, or gas and doing excessively noisy work at odd hours. The Office of the Tenant Advocate, Enforcing tenants' rights when landlords are wrong.

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NYC Buildings April 8 · 🌐

Construction can be noisy, dusty and disruptive, but should never be dangerous or present hazards to occupants. When construction crosses the line into harassment, DOB's Office of the Tenant Advocate (OTA) steps in to help!

If you think you are a victim of construction-related tenant harassment, contact OTA by phone at (212) 393-2949 or by email at tenantadvocate@buildings.nyc.gov. OTA is here for you 😊

Learn more about your rights here:



HOW TO COUNTER HARRASSMENT

September 2021

presented by

SALVATORE AGOSTINO, Assistant Commissioner,
Tenant Protection and Buildings Marshal

SARAH DESMOND, Executive Director
NICOLE LOPEZ, Tenant Liaison
ANA PLUCHINOTTA, Tenant Liaison
Office of the Tenant Advocate (OTA)


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YOUTUBE.COM

Know Your Rights: How to Counter Tenant Harassment Webinar
Presented on September 22, 2021 by representatives of DOB's Office of the Tenant Advocate (...)

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Construction can be noisy, dusty and disruptive, but should never be dangerous or present hazards to occupants. When construction crosses the line into harassment, DOB's Office of the Tenant Advocate (OTA) steps in to help 🛡️




Promote

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NYC Buildings @NYC_Buildings · Apr 8
If you think you are a victim of construction-related tenant harassment, contact OTA by phone at (212) 393-2949 or by email at tenantadvocate@buildings.nyc.gov. OTA is here for you 🙋

Learn more about your rights here:

 [youtube.com](https://www.youtube.com/watch?v=...)
Know Your Rights: How to Counter Tenant Harass...
Presented on September 22, 2021 by representatives of DOB's Office of the Tenant ...

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NYC Housing @NYCHousing · Jun 1
HPD and FDNY want you to know the top six ways to keep your family, your home, and your building fire safe!

1. Close the door
2. Maintain smoke and CO detectors
3. Have an escape plan
4. Clear exits
5. Keep your kitchen safe
6. Heat your home safely



Whether you're a tenant or property owner, make sure you're aware of these safety rules: [nyc.gov/keepinghomesfiresafe](https://www.nyc.gov/keepinghomesfiresafe)

[nyc.gov](https://www.nyc.gov)
Learn more about fire safety

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nyc_dob



nyc_dob Living in a building that is undergoing renovation can be difficult, but conditions should never present hazards to occupants. DOB works to help minimize the impact of construction on tenants through the Office of the Tenant Advocate (OTA) 🧑

If you are being harassed by your landlord, information and help is available to you. Qualifying low-income or senior households may also be eligible for free legal assistance. If you believe your landlord is using construction as a tool for harassment, contact OTA by phone at (212) 393-2949 or by email at tenantadvocate@buildings.nyc.gov. OTA is here for you!

Learn more: <https://on.nyc.gov/3NtnCsQ>

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17 SECONDS AGO

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Tenant Safety Inspections

The number of inspections conducted by the Office of Tenant Protection related to tenant harassment and Tenant Protection Plan compliance are as follows:

- This quarter, the **Office of Tenant Protection (OTP) conducted 109 inspections*** stemming from tenant harassment complaints, resulting in **56 violations/ summonses.**
- Additionally, **269 OTP proactive TPP compliance inspections** resulted in **10 violations** for unsafe conditions.

**including referrals from the Office of the Tenant Advocate*

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Tenant Safety Inspections

(continued)

- **283 six-month re-inspections for TPP compliance** resulted in **2 violations**.
- Finally, as a result of **81 proactive inspections**, **22 violations** 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 for NYC Buildings, featuring the letters 'NYC' in a large, white, bold, sans-serif font. A small 'TM' trademark symbol is located to the upper right of the letter 'C'.

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