

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

## Third Quarter of 2021

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# BACKGROUND

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

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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 **711 inquiries**; those complaints resulted in **205 inspections** by the DOB Office of the Buildings Marshal (OBM) or other DOB Enforcement units and **344 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within **1.1 days** of the date of referral.

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## **Inquiries & Complaints** *(continued)*

Inquiries received by OTA primarily include:

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

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## OTA Tenant Communication Efforts

Description of communication efforts OTA made to Tenants include:

- OTA interacts with members of the public, including tenants, on a regular basis. OTA's contact information is listed on the Department's website, allowing the public to contact OTA directly. Contact OTA at **(212) 393-2949** or at [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 Tenant Communication Efforts *(continued)*



- OTA participates in community meetings, tenant meetings, and information sessions as requested.
- On September 22, 2021, OTA conducted an online webinar on **How to Counter Tenant Harassment** for the general public. The webinar can be found at <https://www.youtube.com>

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**TENANTS, Know Your Rights!**  
When construction is taking place in your building, the Tenant Protection Plan is essential to your safety and landlord compliance. Register for a new webinar hosted by DOB's Office of the Tenant Advocate on 9/22/2021 at 5 P.M. [bit.ly/3nEbprE](https://bit.ly/3nEbprE)



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\*\*\*STREAMING LIVE TODAY!\*\*\*

Watch DOB webinar, "How to Counter Harassment." at 5 P.M. It's designed to educate tenants, exposed to potential hazards during construction. Register now to learn more about your rights to safe construction:

[bit.ly/3hufDy8](https://bit.ly/3hufDy8)

#TenantHarassment



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 nyc\_buildings\_department ...

 nyc\_buildings\_department STOP Tenant Harassment!  
Join DOB's Office of the Tenant Advocate for a new online webinar on 9/22/2021 at 5 P.M. The webinar is designed to educate tenants experiencing hazardous construction at their place of residence. Know your rights and learn more about Tenant

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## Stop Work Order Recommendations

The number of recommendations made to the Commissioner to issue a Stop Work Order (SWO) related to Tenant Safety Inspections

- This quarter, the **Office of the Buildings Marshal (OBM)** **conducted 117 inspections** stemming from tenant harassment complaints, resulting in **56 violations/summonses** and **29 SWOs**.

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## Stop Work Order Recommendations *(continued)*

- Additionally **414 OBM proactive TPP compliance inspections** resulted in **17 violations** and **10 SWOs** for unsafe conditions.
- **468 six-month re-inspections for TPP compliance** resulted in **3 violations**.
- Finally, as a result of proactive inspections, **70 violations** and **41 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 for NYC Buildings, featuring the letters 'NYC' in a large, bold, white, blocky font. A small 'TM' trademark symbol is located at the top right of the letter 'C'.

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