

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Third Quarter of 2022

build safe | live safe

NYC[™]
Buildings

BACKGROUND

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

OFFICE OF THE TENANT ADVOCATE

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 **659 inquiries**; those complaints resulted in **247 inspections** by the DOB Office of Tenant Protection (OTP) or other DOB Enforcement units and **405 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the Office of Tenant Protection (OTP) is currently performing such inspection within **.574 days** of the date of referral.

OFFICE OF THE TENANT ADVOCATE

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*).

OFFICE OF THE TENANT ADVOCATE

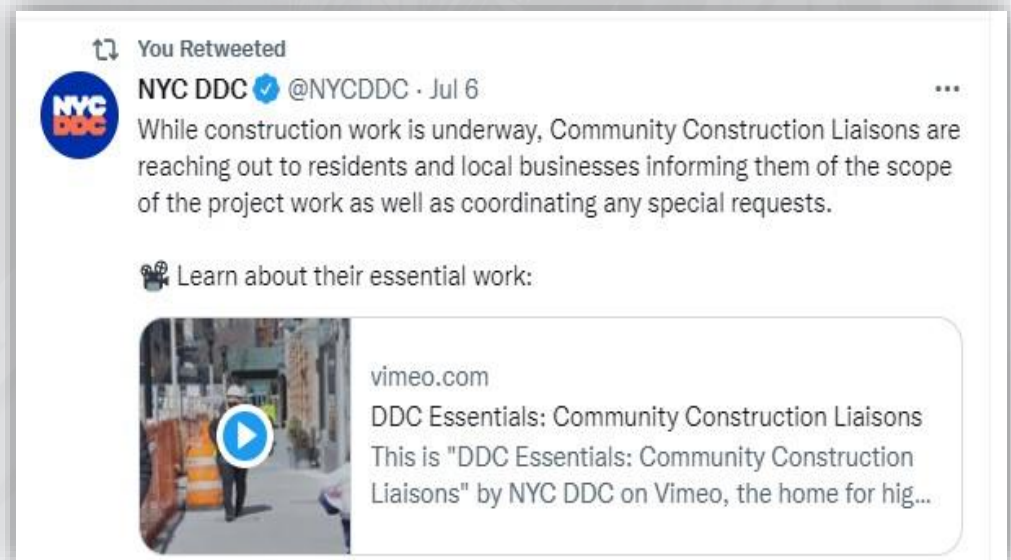
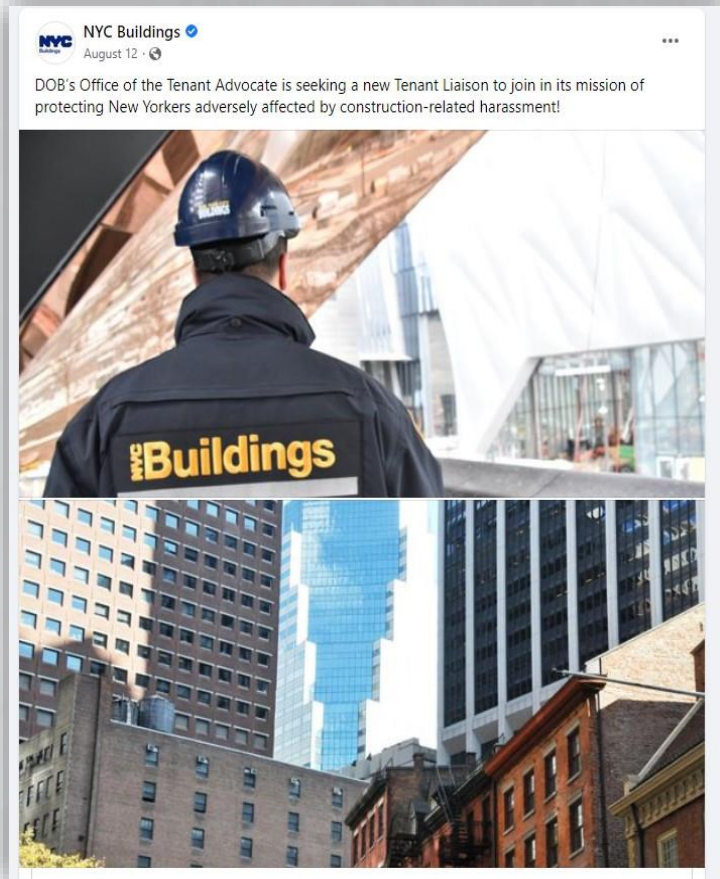
Tenant Communication Efforts

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.

OFFICE OF THE TENANT ADVOCATE

Communication Efforts



OFFICE OF THE TENANT ADVOCATE

 NYC Buildings 
August 26 · 



At Risk of Eviction?

You have rights!

It is illegal for someone to pressure or force you to leave your home without going through a formal court process.
Your immigration status does not matter.

Call 311 and ask for the Tenant Helpline to get free legal advice.






NYC Department of Homeless Services 
August 26 · 


No matter your immigration status, it is illegal for someone to pressure or force you to leave your home without going through a formal court process.



Call 311... See more

You Retweeted

 NYC DDC  @NYCDDC · Jul 6 

While construction work is underway, Community Construction Liaisons are reaching out to residents and local businesses informing them of the scope of the project work as well as coordinating any special requests.

 Learn about their essential work:

vimeo.com
DDC Essentials: Community Construction Liaisons
This is "DDC Essentials: Community Construction Liaisons" by NYC DDC on Vimeo, the home for hig...

OFFICE OF THE TENANT ADVOCATE



NYC Buildings @NYC_Buildings · Jul 11

DOB experts are here to help!

If you are struggling with red tape to get a building project approved, take advantage of DOB's After Hours customer service program at our borough offices every Tuesday from 4 to 7 pm! Talk one-on-one with DOB experts and get your project going 🍌



NYC Buildings @NYC_Buildings · Aug 11

If you are being harassed by your landlord, information and help are available! If you believe your landlord is using construction as a tool for harassment, contact OTA by calling 311 and asking for DOB's Office of the Tenant Advocate or email tenantadvocate@buildings.nyc.gov

OFFICE OF THE TENANT ADVOCATE

Tenant Safety Inspections

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

- This quarter, the Office of Tenant Protection (OTP) **conducted 101 inspections*** stemming from tenant harassment complaints, resulting in **45 violations/summons**.
- Additionally, **271 OTP proactive TPP compliance inspections** resulted in **16 violations** for unsafe conditions.

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

OFFICE OF THE TENANT ADVOCATE

Tenant Safety Inspections

(continued)

- **239 six-month re-inspections for TPP compliance** resulted in **0 violations**.
- Finally, as a result of **309 proactive inspections**, **89 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 at the top right of the letter 'C'.

NYCTM

Buildings

nyc.gov/buildings