



OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT Fourth Quarter of 2020

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NYCTM
Buildings

BACKGROUND

- This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the fourth quarter of 2020.

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

- This quarter, OTA received 637 inquiries; those complaints resulted in 68 inspections by the Office of the Buildings Marshal (OBM) at the Department of Buildings, 60 referrals for inspection by other DOB Enforcement units and 500 referrals to other City and State agencies. This total does not include complaints related to construction as harassment, routed directly to OBM during this reporting period.

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 1 business day.
- Where a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within .03 days of the date of referral.

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Inquiries received by the OTA primarily include:

- Complaints about non-compliance with COVID-19 safety measures
- 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 (e.g. how to post or deliver tenant protection plans).

Notable activities and staffing changes during the fourth quarter:

- In early 2021, the OTA will launch its Plan Exam Unit to audit Tenant Protection Plans in occupied residential and mixed-use buildings.

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A description of efforts made to communicate with tenants:

- OTA interacts with members of the public, including tenants, on a regular basis. OTA's contact information is listed on the Department's website, which allows the public to contact OTA directly. OTA can be reached at (212) 393-2949 or tenantadvocate@buildings.nyc.gov.
- OTA also serves as a resource to community-based organizations, city, state and federal elected officials, and government agencies.
- OTA participates in community meetings, tenant meetings, and information sessions as requested.
- OTA is updating its online content to provide additional resources for tenants.

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NYC Buildings @NYC_Buildings · Nov 16, 2020

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If you're an NYC tenant concerned that your landlord is failing to maintain your home, our Office of the Tenant Advocate is here to help.

Reach us via email & phone:

✉ TenantAdvocate@buildings.nyc.gov

📞 212-393-2949



NYC Buildings @NYC_Buildings · Oct 13, 2020

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⚠ It is always illegal for NYC landlords to use constructions as a means to harass their tenants.

If you think this may be happening to you, our Office of the Tenant Advocate is here to help.

Reach us via email & phone:

✉: TenantAdvocate@buildings.nyc.gov

📞: 212-393-2949




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 NYC Buildings @NYC_Buildings · Nov 19, 2020 ooo

Stay safe NYC!

Keep your mask on whenever you're in a shared indoor space, except your home, to help stop the spread of COVID-19. 🙏



 NYC Buildings @NYC_Buildings · Dec 18, 2020 ooo

If you're experiencing construction related harassment from your landlord, our Office of the Tenant Advocate is here to help.

Reach us via email & phone:

✉️ TenantAdvocate@buildings.nyc.gov

📞 212-393-2949



OFFICE OF THE TENANT ADVOCATE



NYC Buildings @NYC_Buildings · Dec 3, 2020

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If you're concerned your landlord is putting tenant safety at risk by failing to maintain your residence, our Office of the Tenant Advocate can help.

Reach us via email & phone:

✉: TenantAdvocate@buildings.nyc.gov

☎: 212-393-2949



🔄 You Retweeted



NYC Housing @NYCHousing · Dec 7, 2020

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The temperature is dropping & Heat Season is in effect! If your landlord isn't providing adequate heat and hot water, file a 311 complaint so our Housing Code team can inspect.

Know your #tenantrights: on.nyc.gov/36mWM0z



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The number of recommendations made to the Commissioner to issue a Stop Work Order (SWO) for a site that is not complying with a Tenant Protection Plan (TPP) and the number of such recommendations followed by the Commissioner:

- This quarter, the Office of the Buildings Marshal (OBM) conducted 163 inspections stemming from tenant harassment complaints, resulting in 60 violations/summonses, 40 SWOs and 0 Vacate Orders.
- Additionally 75 OBM proactive TPP compliance inspections resulted in a SWO for failure to comply with the TPP and 0 resulted in Vacate Orders. Six-month follow up re-inspections resulted in 10 violations and 8 SWOs.
- Finally, as a result of proactive inspections, 52 violations/summonses and 20 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.



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