



OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT Second Quarter of 2019

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BACKGROUND

- This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the second quarter of 2019.

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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, the OTA received 247 inquiries. This does not include complaints filed through NYC 311 related to construction as harassment, which are routed directly to the Department of Buildings’ Office of the Building Marshal (“OBM”). OBM received 101 complaints related to construction as harassment during this reporting period.
- Inquiries received by the OTA primarily include:
 - Inquiries pertaining to Department processes (e.g. how to post or deliver tenant protection plans);
 - Inquiries pertaining to general maintenance requirements/failure to maintain;
 - Work Without a Permit complaints;
 - Failure to comply with a Tenant Protection Plan complaints; and
 - Failure to post a Tenant Protection Plan Notice or Safe Construction Bill of Rights complaints.

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The average time taken to respond to complaints.

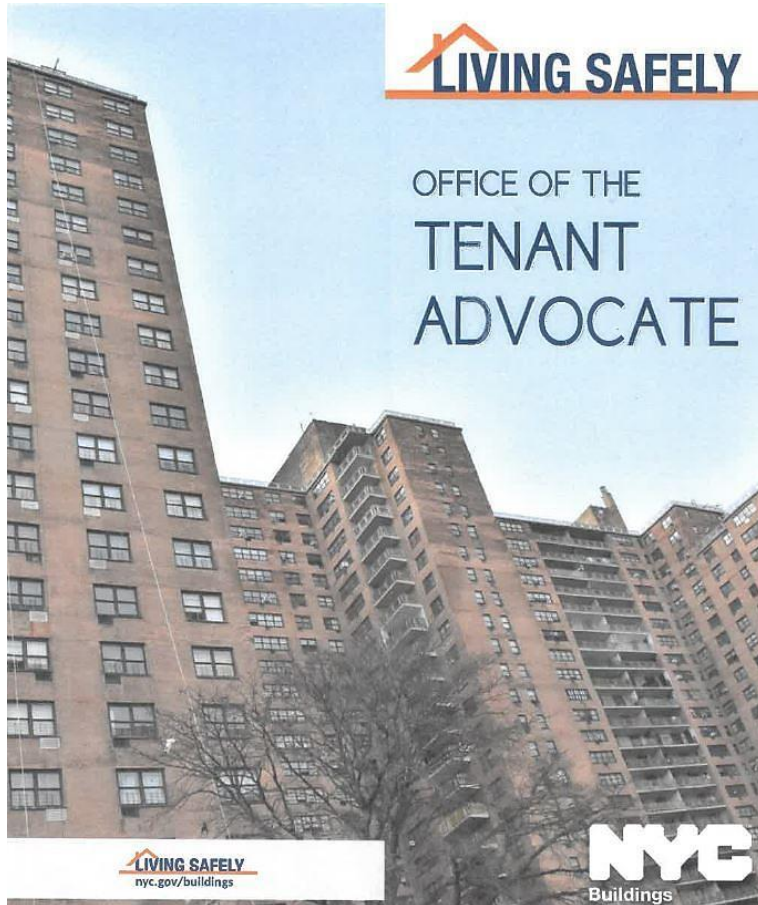
- The average response time from the date on which an inquiry was received by the OTA to the date on which it was responded to was 1.5 days, which is down from over 3 days last quarter.
- Where an inquiry requires an inspection, OBM is currently performing such inspection within 1.5 days, which is down from 2 days last quarter.

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A description of efforts made to communicate with tenants.

- The OTA interacts with members of the public on a regular basis. The OTA's contact information is listed on the Department's website. The OTA can be contacted at: (212) 393-2949 or tenantadvocate@buildings.nyc.gov.
- The OTA also serves as a resource to property owners, community based organizations, city, state and federal elected officials, and government agencies.
- This quarter, the OTA worked with Department staff to perform social media outreach and created a brochure, which is available in multiple languages, for distribution to tenants living in occupied buildings that may be impacted by construction.

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Follow

Are you a tenant in a building undergoing construction alterations? Verify you've received notice. It's the law. If not, contact [@nyc311](https://twitter.com/nyc311), to learn more or to file a complaint. www1.nyc.gov/311/ #buildsafelivesafe



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Construction-based tenant harassment is illegal and unacceptable. If you think you are the victim of tenant harassment, report it right away to [@nyc311](https://twitter.com/nyc311) and reach out to DOB's Office of The Tenant Advocate. www1.nyc.gov/site/buildings...



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The number of recommendations made to the Commissioner to issue a stop work order for a site that is not complying with a tenant protection plan and the number of such recommendations followed by the Commissioner.

This quarter, 12 inspections triaged through the OTA resulted in a Stop Work Order being issued. These Stop Work Orders were issued for violations ranging from Work Without a Permit to non-compliance with the applicable Tenant Protection Plan.



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