

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

## Second Quarter of 2021

build safe | live safe

**NYC**<sup>™</sup>  
Buildings

# BACKGROUND

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

# 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 **656 inquiries**; those complaints resulted in **149 inspections** by the DOB Office of the Buildings Marshal (OBM) or other DOB Enforcement units and **373 referrals** to other City and State agencies.

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## Inquiries & Complaints

*(continued)*

- Where a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within **.26 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 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, which allows the public to contact OTA directly. OTA can be reached by email at [tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov) or by phone 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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## OTA Tenant Communication Efforts

*(continued)*

- OTA participates in community meetings, tenant meetings, and information sessions as requested.
- OTA is updating its online content to provide additional resources for tenants.
- DOB launched an OTA advertising campaign to increase awareness about the services offered by the unit on NYC subways, buses and local newspapers, as shown on the next slide.

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**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.**

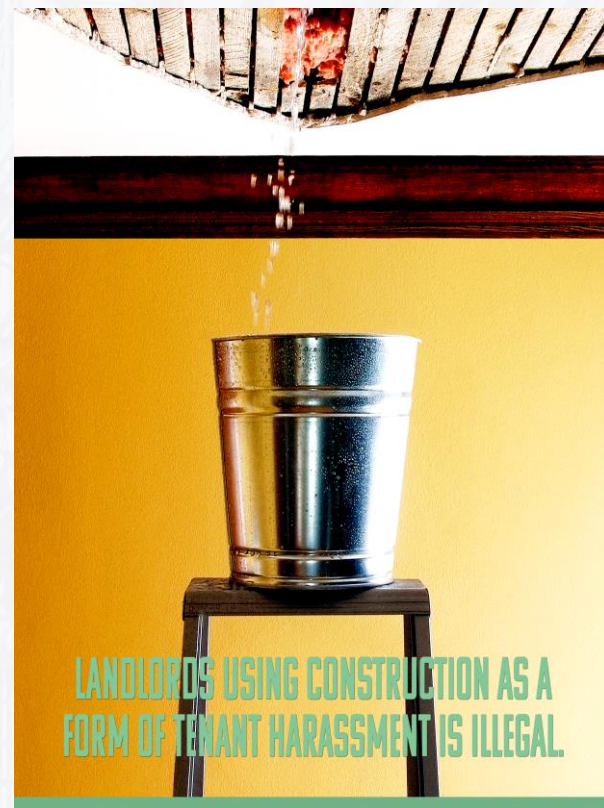
Renters have rights, including not being intimidated or harassed by landlords. Construction can be used as a form of tenant harassment. This can include cutting off essential services like heat, hot water, or gas and doing excessively noisy work at odd hours. The Office of the Tenant Advocate, Enforcing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



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 nyc\_buildings\_department

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

Reach us via email & phone:  
TenantAdvocate@buildings.nyc.gov\2

[View Insights](#)

 Liked by nycbuildingsphotographer and 28 others

MAY 17

# OFFICE OF THE TENANT ADVOCATE



nyc\_buildings\_department



nyc\_buildings\_department See if your apartment building has received high levels of DOB & @nychousing hazardous violations & is restricted from obtaining new construction permits, until the violations are resolved, on our interactive map, which is updated every day.

[View Insights](#)



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# OFFICE OF THE TENANT ADVOCATE

You Retweeted



UrbanizeNYC @UrbanizeNYC · Apr 13

Right now 1,423 properties across #NYC have excessive "hazardous violations." Find out if yours is included with this new interactive map from the @NYC\_Buildings



New DOB map will tell you if your apartment building has too many...  
NYC DOB

[urbanize.city](http://urbanize.city)



NYC Buildings @NYC\_Buildings · Apr 12

(1/2)"Landlords are on notice: fix your buildings and keep your tenants safe."- Commissioner La Rocca

Our new, interactive map lets you check if your landlord has received high levels of DOB & HPD hazardous violations & is restricted from obtaining new construction permits.



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**NYC Buildings**   
@NYC\_Buildings

After being notified of a tenant without electricity by [@HelenRosenthal](#), our Office of the Tenant Advocate team inspected the property to ensure its safety for residents.

You can contact OTA by email & phone:  
✉ [TenantAdvocate@buildings.nyc.gov](mailto:TenantAdvocate@buildings.nyc.gov)  
☎ 212-393-2949



**NYC Buildings** 

@NYC\_Buildings · May 5

Tenant Protection Plans must be part of any planned construction on residential buildings.

🕒 At 1PM, join our [#BuildSafeLiveSafe](#) session to review the 7 essential elements of a TPP & recent changes to the TPP in DOB NOW.

Join: [bit.ly/TenantProtecti...](https://bit.ly/TenantProtecti...)



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## Stop Work Order Recommendations Made to the Commissioner for Non-Compliance of Tenant Protection Plan

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)

- This quarter, the **Office of the Buildings Marshal (OBM)** conducted **70 inspections** stemming from tenant harassment complaints, resulting in **62 violations/summonses** and **33 SWOs**.

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## SWO Recommendations Made to the Commissioner for Non-Compliance of TPP

*(continued)*

- Additionally **651 OBM proactive TPP compliance inspections** resulted in **38 violations** and **27 SWOs** for failure to comply with the TPP.
- **555 six-month re-inspections for TPP compliance** resulted in **2 violations**.
- Finally, as a result of proactive inspections, **37 violations** and **13 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 consists of the letters 'NYC' in a bold, white, sans-serif font. A small 'TM' trademark symbol is located at the top right of the letter 'C'. The background is a blue-tinted photograph of a city street with buildings and fire escapes.

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**Buildings**

[nyc.gov/buildings](https://nyc.gov/buildings)