



CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

330 West 42nd Street, 26th floor New York, NY 10036
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www.nyc.gov/mcb4

CHRISTINE BERTHET
Chair

ROBERT J. BENFATTO, JR., ESQ.
District Manager

NUISANCE REPORTING PROTOCOL

MCB4 is committed to helping improve its residents' quality of life. If yours is adversely affected by excessive noise, fumes, exhaust, smoking and/or sidewalks blocked by liquor serving or other establishments, please follow the steps enumerated below.

- *Document every step of the process. Note the name and title of the establishment's representative with whom you spoke, his/her contact information, the date/time and details of the discussion.*
- *Try to take photos, video or sound recordings for each complaint—be sure to use date/time references.*
- *Make a record of your 311¹ reference number for each complaint.*
- *Coordinate with your Block Association.*
- *Engage your neighbors and urge them to follow this reporting protocol. (Complaints from multiple people are effective.) There's strength in numbers!*
- *For emergencies always dial 911.*

1- First occurrence

- a. Politely ask the establishment's representative (preferably a manager) to rectify the situation.
- b. If management is unresponsive, call 311 to report the occurrence. (This will be referred to the police.)

2- Second Occurrence

- a. Call 311 to report and
- b. File a complaint with the New York State Liquor Authority (SLA*)² and
- c. Attend NYPD Police Precinct Council³ meetings with your neighbors to register your complaint

3- Third Occurrence

- a. Call 311 to report and
- b. File a complaint with the SLA* and
- c. Attend NYPD Police Precinct Council meetings with your neighbors to register your complaint and
- d. Request a meeting with the MCB4 Quality of Life Committee⁴ – bring your neighbors

4- Ongoing Until Resolution

- a. Continue calling 311 and
- b. File a complaint with the SLA* *for every occurrence* and
- c. Create a petition. Clearly state the issues at the top. Include the signatories' name, address and email.

Thank you for working with MCB 4 to improve our district's quality of life. While issues take time to resolve, your involvement is essential to create positive change for the betterment of our community.

¹ **311:** <http://www1.nyc.gov/311/>

² **NY State Liquor Authority (SLA):** 518.474.3114 option 2. Online: www.sla.ny.gov/register-a-complaint
Contact ONLY for liquor serving establishments.

³ **NYPD Midtown North Community Council Meetings:** 7pm every third Tuesday of the month at the Actors Temple Theatre, 339 West 47th Street (8th & 9th). Meetings are not held in July and August.

NYPD Midtown South Community Council Meetings: 7pm every third Thursday of the month at the New Yorker Hotel, 481 Eighth Avenue (34th & 8th)

NYPD 10th Precinct Community Council Meetings: 7pm the last Wednesday of the month at 230 West 20th Street (7th & 8th)

To find your NYPD Precinct: www.nyc.gov/html/nypd/html/precinct_maps/precinct_finder.shtml

⁴ **MCB4:** 330 W. 42nd Street, 26th Floor (8th & 9th) 212.736.4536/ph. 212.947.9512/fax www.nyc.gov/mcb4

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* Contact the SLA *only* for liquor serving establishments.