



CITY OF NEW YORK  
**MANHATTAN COMMUNITY BOARD FOUR**  
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**DELORES RUBIN**  
Chair

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**Manhattan Community Board 4**  
**Sidewalk Obstructions Reporting Protocol**  
**2016**

Whenever your right of way is excessively encroached upon by furniture and other hazards, follow these steps:

- 1- **First occurrence:** Call 311<sup>1</sup> to report using the following specific terms
  - a. For Storm enclosures/Vestibules that exceed 18" in depth, use the term "*structures constructed/placed without a permit*". This is enforced by the Department of Buildings.
  - b. For A Frames-Sandwich boards – which are all illegal no matter where they are placed use the term "*Illegal A- Frames*". This is enforced by the Department of Sanitation. For Best result, report also directly to the Sanitation Website <sup>2</sup>
  - c. For sidewalk cafés, which exceed their footprint or have furniture out when not in use (night or winter), use the term "*sidewalk café*", "*illegally placed furniture*", "*furniture not stowed when not in use*". This is enforced by the Department of Consumer Affairs.
  - d. For Out of Order bicycles use the term "*derelict bicycle*". This is enforced by the Department of Sanitation.
  - e. For all other furniture or obstacles use the term "*sidewalk obstruction*". This is enforced by the Department of Sanitation.
  - f.
- 2- **Second Occurrence**  
Call 311 to report again with same language and forward your 311 complaints to MCB4<sup>3</sup> for the District Manager to escalate with agencies.
- 3- **Third Occurrence**  
Call 311 to report again with same language and Request a meeting with the MCB4 Quality of Life Committee
- 4- **On going**  
Continue to call 311 at every occurrence until resolution.

Make sure all affected neighbors follow the same procedure(s) as complaints from a sole person may be dismissed. Take pictures, video or sound recordings to attach to the complaint(s).

It may take a while to resolve, but MCB4 is committed to help improve its residents' quality of life.

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<sup>1</sup> 311 - <http://www1.nyc.gov/311/minibooker.page>

<sup>2</sup> <http://www1.nyc.gov/assets/dsny/contact/complaints/obstruction-on-street-or-sidewalk-complaint.shtml>

<sup>3</sup> MCB4: Jesse Bodine [jbodine@cb.nyc.gov](mailto:jbodine@cb.nyc.gov)