

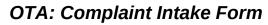
OFFICE OF THE TENANT ADVOCATE:

Complaint Intake Form

Form must be typewritten.

INSTRUCTIONS: Please submit completed forms to **tenantadvocate@buildings.nyc.gov**. DO NOT use this form to report emergency conditions. Please call 911.

1.	. LOCATION				
	House No(s):	Street Address:	Apartment No.:		
	Borough:	Zip Code:	·		
2.	. COMPLAINANT				
	Last Name:	First Name:			
	Telephone No.: Email:				
	NOTE: Contact information must be provided if you wish to receive a response				
	Primary Language: En	glish \square Spanish \square Other (pleas	se indicate):		
	RELATIONSHIP TO THE PF	ROPERTY			
	☐ Tenant/Renter ☐	Coop Shareholder/Condo Owner D Pr	operty Owner		
	Indicate if your apartment is:	☐ Rent Stabilized ☐ Rent controlled	I ☐ Market Rate ☐ Not Sure		
3.	. COMPLAINT DETAIL	_S			
	as possible.	ecify the address and exactly where in the bu	ilding the construction is taking place. Please be as detailed		
	2. What specific constructi	2. What specific construction concerns do you have? Please check all that apply:			
	☐ Blocked Egress	☐ Disruption of Essential Service	s Unlicensed Contractors		
	☐ Construction Noise – Noise complaints are handled by the NYC Department of Environmental Protection (DEP). Call 311 or use 311 online at https://portal.311.nyc.gov/ to place a complaint.		Health & Safety (indicate concern)O Dust O Debris O LeadO Asbestos O Other		
	☐ Fire Safety	☐ Work Without a DOB Permit	☐ Work After Hours – Please place your complaint with 311 so a DOB inspector can be routed outside of normal business hours.		
	Other: Please indicate other concern about active construction:				



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3.	If there is no active construction, is your concern about: <i>(check all that apply)</i> Boiler			
	□ Gas outage – If you are reporting a gas leak, please call 911 immediately. □ Vacate Order – Please indicate the building address: □ None of the above – Please describe the condition in question 4. Please call 311 or use 311 online at https://portal.311.nyc.gov/ for all other complaints, including:			
	Certificate of OccupancyElectricalFaçade			
	• Illegal Conversions • Plumbing			
	Structural concerns.			
	Please call 911 if it is an emergency.			
	Briefly summarize your complaint:			
4.	Have you spoken to anyone at DOB or at another City or State agency about this issue? (check all that apply)			
	☐ 311; if available, include the Service Request No			
	□ NYC Department of Buildings (DOB)			
	□ NYC Department of Environmental Protection (DEP)			
	NYC Department of Health and Mental Hygiene (DOHMH)			
	NYC Fire Department (FDNY)			
	NYS Division of Housing and Community Renewal			
	Other City or State agency not listed above:			
	Please indicate the person's name(s) and agency			
5.	If none of the above, please call 311 to be directed to the correct City agency. 311 can refer you to other City agencies for issues related to housing maintenance, health, and safety issues or for assistance related to rent payment, tenant rights, resources, and			
	legal assistance.			
	Following are additional tenant resources:			
	Asbestos: Call 311 for NYC Department of Environmental Protection (DEP)			
	• Lead Paint: Call 311 for NYC Department of Health & Mental Hygiene (DOHMH) and/or NYC Department of Housing Preservation and Development (HPD)			
	Lease/Security deposit: Call 311 and ask for the Tenant Helpline			
	• No heat/hot water: Call 311 for NYC Department of Housing Preservation and Development (HPD)			
	Noise: Call 311 for NYC Department of Environmental Protection (DEP)			
	• Repairs/Maintenance: Contact 311 for NYC Department of Housing Preservation and Development (HPD)			
	Rent Arrears assistance: Contact 311 for NYC Human Resources Administration (HRA)			

nyc.gov/buildings Rev. 06/24

• Tenant Legal Assistance: Call 311 and ask for the Tenant Helpline