

**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: ☐ English ☐ Spanish ☐ Other (please indicate): _____

RELATIONSHIP TO THE PROPERTY

☐ Tenant/Renter ☐ Coop Shareholder/Condo Owner ☐ Property Owner ☐ Other

Indicate if your apartment is: ☐ Rent Stabilized ☐ Rent controlled ☐ Market Rate ☐ Not Sure

3. COMPLAINT DETAILS

The Office of the Tenant Advocate coordinates inspections related to active construction in occupied buildings.

1. Is your complaint related to active construction? ☐ YES ☐ NO

*If your answer is **NO**, please jump to question 3.*

*If your answer is **YES**, specify the address and exactly where in the building the construction is taking place. Please be as detailed as possible.*

Are NYC Department of Buildings (DOB) permits posted at the site or prominently in the building? ☐ YES ☐ NO

*If **YES**, please indicate the DOB Job No.:*

2. What specific **construction concerns** do you have? Please check all that apply:

- | | | |
|--|---|--|
| <input type="checkbox"/> Blocked Egress | <input type="checkbox"/> Disruption of Essential Services | <input type="checkbox"/> Unlicensed Contractors |
| <input type="checkbox"/> Construction Noise – <i>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.</i> | | <input type="checkbox"/> Health & Safety (<i>indicate concern</i>)
<input type="radio"/> Dust <input type="radio"/> Debris <input type="radio"/> Lead
<input type="radio"/> Asbestos <input type="radio"/> Other |
| <input type="checkbox"/> Fire Safety | <input type="checkbox"/> Work Without a DOB Permit | <input type="checkbox"/> Work After Hours – <i>Please place your complaint with 311 so a DOB inspector can be routed outside of normal business hours.</i> |
| <input type="checkbox"/> Other: Please indicate other concern about active construction:
<div></div> | | |

3. If there is no active construction, is your concern about: *(check all that apply)*

- ☐ 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 Occupancy
- Elevator
- Illegal Conversions
- Structural concerns.
- Electrical
- Façade
- Plumbing

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)
- **Tenant Legal Assistance:** Call 311 and ask for the **Tenant Helpline**