This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the first quarter of 2021.
The number of complaints received by the Office of the Tenant Advocate (OTA) and a description of such complaints:

- This quarter, OTA received **594 inquiries**; those complaints resulted in **65 inspections** by the DOB Office of the Buildings Marshal (OBM), **72 inspections** by other DOB Enforcement units and **426 referrals** to other City and State agencies.
(continued)

- Where a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within 42 days of the date of referral
Inquiries received by the OTA primarily include:

- Complaints about non-compliance with COVID-19 safety measures
- 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 (e.g. how to post or deliver tenant protection plans).

Notable activities and staffing changes during the first quarter:
- OTA launched its **Plan Exam Unit** to audit Tenant Protection Plans in occupied residential and mixed-use buildings.
- OTA hired a **new Tenant Liaison**, for a total of three Tenant Liaisons.
A description of efforts made to communicate with tenants:

- 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 at (212) 393-2949 or tenantadvocate@buildings.nyc.gov.

- OTA also serves as a resource to community-based organizations, City, State and federal elected officials, and government agencies.
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 will shortly launch an OTA advertising campaign to increase awareness about the services offered by the unit.
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 уме NAC. Remembe to:

💡 Wear a mask
👋 Wash your hands
酶 Text “COVID TEST” to 855-48 to get a free test near you today

NYC Buildings @NYC_Buildings · Jan 19

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:
 sax: TenantAdvocate@buildings.nyc.gov
 ☎️: 212-393-2949
NYC Buildings @NYC_Buildings · Feb 9
If you qualify for the COVID-19 vaccine, make your appointment today:nyc.gov/vaccinefinder

#NYCVaccineforAll
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 114 inspections** stemming from tenant harassment complaints, resulting in **57 violations/summonses**, **36 SWOs** and **0 Vacate Orders**.

- Additionally, **335 OBM proactive TPP compliance inspections** resulted in **54 violations** and **55 SWO violations** for failure to comply with the TPP.
(continued)

- **300 six-month re-inspections** resulted in **6 violations** and **5 SWOs**.

- Finally, as a result of proactive inspections, **50 violations** and **33 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.