

# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

First Quarter of 2023

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Buildings

# BACKGROUND

- This quarterly report has been prepared pursuant to **Local Law 161 of 2017** and covers the first quarter of 2023.

# OFFICE OF THE TENANT ADVOCATE

## Inquiries & Complaints

The number of complaints received by the **Office of the Tenant Advocate (OTA)** and a description of such complaints:

- This quarter, OTA received **679 inquiries**; those complaints resulted in **297 inspections** by DOB's Multiple Dwelling Inspection Unit (MDI) and/or other DOB Enforcement units and **339 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the Multiple Dwelling Unit (MDI) is currently performing such inspection within **.637 days** of the date of referral.
- Additionally, OTA conducted proactive portfolio research in **139** buildings identified as **at risk** and referred **61** Tenant Protection Plans for audit.

# OFFICE OF THE TENANT ADVOCATE

## Inquiries Received by OTA primarily include:

- Work Without a Permit complaints
- Failure to comply with **Tenant Protection Plan (TPP)** or unsafe construction complaints
- Failure to post a TPP Notice or Safe Construction Bill of Rights complaints
- Insufficient TPPs; **and**
- Inquiries pertaining to Department processes (*i.e., how to post or deliver TPPs*)
- Questions about the TPP Special Inspection requirement

# OFFICE OF THE TENANT ADVOCATE

## Tenant Communication Efforts

The following describes OTA's communication efforts to Tenants:

- OTA interacts with 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 [tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov) or **(212) 393-2949**.
- OTA also serves as a resource to community-based organizations, City, State and federal elected officials, and government agencies.
- OTA participates in the bi-monthly North Brooklyn Housing Task Force with local community groups, elected officials and City/State agencies.
- OTA will launch a TV and print ad campaign in April 2023 to inform tenants of our services.

# OFFICE OF THE TENANT ADVOCATE

## Communication Efforts

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Construction can be noisy, dusty, and disruptive, but should never present hazardous conditions to occupants. DOB's Office of the Tenant Advocate (OTA) is here to help minimize the impact of construction on existing tenants!

Learn more: [nyc.gov/site/buildings...](https://nyc.gov/site/buildings...)



Promote

 NYC Buildings  @NYC\_Buildings · Jan 11

If your building is undergoing construction, you can contact OTA with questions, comments, and complaints concerning the work being done in your building, a Tenant Protection Plan (TPP), tenant harassment, or other tenant-related issues.



**LANDLORDS USING CONSTRUCTION AS A FORM OF TENANT HARASSMENT IS ILLEGAL.**

**TO FILE A COMPLAINT CALL 311 AND ASK FOR DOB'S OFFICE OF THE TENANT ADVOCATE.**

Renters have rights, including not being intimidated or harassed by landlords. Construction can be used as a form of tenant harassment. This can include cutting off essential services like heat, hot water, or gas and doing excessively noisy work at odd hours. The Office of the Tenant Advocate, Enforcing tenants' rights when landlords are wrong.

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[www.nyc.gov/buildings](https://www.nyc.gov/buildings)

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NYC Buildings @NYC\_Buildings · Jan 13

⚠️ NYC #WeatherAdvisory Reminder ⚠️ The NYC area is expecting severe weather today. Read our Weather Advisory below to prepare and stay safe out there New York!

NYC Buildings @NYC\_Buildings · Jan 12

⚠️ NYC #WeatherAdvisory ⚠️

The NYC area is expecting potentially severe weather today and tomorrow, including heavy rain and wind gusts of up to 40mph 🌧️. DOB is reminding all builders and property owners to secure their construction sites and buildings: [on.nyc.gov/33kn0nl](https://on.nyc.gov/33kn0nl)




NYC Buildings @NYC\_Buildings · Feb 24

Construction work can be dangerous if the proper safeguards are not implemented. DOB inspectors are here to promote safety and code compliance at construction sites. If you see a potentially dangerous site, help us out by calling 311 and DOB personnel will be routed to the scene.



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 NYC Buildings   
January 19 · 

A fall from any height can potentially lead to serious injuries or worse. Always follow best safety practices for staying safe on the job!






Photo: National Institute for Occupational Safety and Health (NIOSH)

 U.S. Department of Labor   
January 13 · 

The Bureau of Labor Statistics reported that 986 construction workers died on the job in 2021, with 378 of those fatalities related to falls from elevation. Lea... See more



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## Tenant Safety Inspections

The number of inspections conducted by the Multiple Dwelling Unit (MDI) related to tenant harassment and TPP compliance are as follows:

- This quarter, MDI **conducted 194 inspections\*** stemming from tenant harassment complaints, resulting in **120 violations/summonses** and **38 Stop Work Orders (SWOs)**.
- Additionally, **405 proactive MDI TPP compliance inspections** resulted in **65 violations** for unsafe conditions and **9 Stop Work Orders (SWOs)**.

*\*includes OTA referrals*

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## Tenant Safety Inspections

*(continued)*

- **93 six-month re-inspections for TPP compliance** resulted in **11 violations**.
- Finally, as a result of **76 proactive inspections**, **9 violations** and **2 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.

The logo consists of the letters 'NYC' in a bold, white, sans-serif font. A small 'TM' trademark symbol is located at the top right of the letter 'C'.

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