

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

First Quarter 2026

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OFFICE OF THE TENANT ADVOCATE

BACKGROUND

Quarterly report for the **Office of the Tenant Advocate (OTA)**, prepared pursuant to **Local Law 161 of 2017** covering the fourth quarter of 2025.

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

The following are inquiries received by OTA :

- Work Without a Permit complaints
- Failure to comply with Tenant Protection Plan (TPP) complaints
- Failure to post a TPP Notice or Safe Construction Bill of Rights complaints
- Inquiries pertaining to Department processes (i.e., *How to Post or Distribute TPPs*)
- Inadequate Tenant Protection Plans (TPPs)
- Questions about the TPP Special Inspection requirement
- Complaints about unsafe construction in occupied buildings

OTA: INQUIRIES & COMPLAINTS

- OTA received **397 inquiries** resulting in **185 complaint inspections** performed primarily by DOB's **Office of Strategic Inspections (OSI) Unit**.
- OTA made **191 referrals** to other City and State agencies.
- Current response time for tenant harassment complaints: **.40 days**.
- OTA conducted proactive research of **471 buildings** identified as having a high likelihood for enforcement action.

OTA: TENANT COMMUNICATION

OTA regularly interacts with tenants and other government agencies and serves as a resource to community-based organizations. The following is a summary of OTA's communication efforts to tenants:

- OTA participates in monthly meetings with Mayoral staff, HPD, DSS, and various other City agencies as part of the **Tenant Protection Cabinet**. This multi-agency coordination is an effort to better serve tenants by creating pathways to renter-focused programs and enforcement efforts.

OTA: TENANT COMMUNICATION



Rental Rip-off Participation

As a result of Mayor Mamdani's Executive Order 08, OTA attended the first-ever **Rental Rip-off Hearings**. These hearings give New Yorkers across all 5 boroughs a direct platform to share their housing experiences in one-on-one conversations with City officials and help shape housing policy.

OTA: TENANT COMMUNICATION

(continued)

OTA's contact information is listed on DOB's website. OTA can be reached by phone at **(212) 393-2550** or email at **tenantadvocate@buildings.nyc.gov**.

Tenants can also complete a [fillable complaint form](#) and send it to OTA via email.

OTA: COMMUNICATION EFFORTS

NYC Buildings
February 19 · 🌐

You have questions, we have answers.



Questions about the Rental Ripoff Hearings

We have answers.

What is the difference between an and Rental Ripoff Hearings?
For immediate availability of health and safety issues, call 212. The Landmark Preservation Commission (LPC) is the agency responsible for the historic preservation of the city's landmarks. The Rental Ripoff Hearings are focused on addressing tenant concerns - like charging more for the same services and repairs - and ensuring that the city's laws and regulations are enforced. Hearings will also have an on-site resource for where agencies can help with individual issues.

Can I sign up if I live in a NYCHA building?
Everyone is welcome to attend and share their experiences. NYCHA's Office of Tenant Relations will be on-site to answer questions, address public housing residents' concerns, and provide support. The purpose of the hearings is to address issues and report on the results. Residents can also contact NYCHA, and NYCHA's public relations - regarding that same housing - related issues and the relationship between landlords and tenants on the premises.

What kind of issues should I testify about?
Testify about challenges getting housing in your home addressed and any "junk fees" you've experienced as a tenant. Rental junk fees can include charges for amenities, pets, services, payment systems, and more.

How will the hearings help my situation?
Your story becomes data - a handbook of stories reveal patterns - an on-site report on policy recommendations. These recommendations can drive new laws and stronger tenant protections. That's how your testimony helps your situation - and every renter's across the city.

Where do I sign up?
rental-ripoff.nyc.gov

Do I have to attend in the borough I live in?
No, you can attend any upcoming hearing across the five boroughs. If one location is at capacity, we encourage you to sign up for a hearing in another borough.

Borough	Date
BROOKLYN	FEB 24
QUEENS	MAR 5
THE BRONX	MAR 11
MANHATTAN	MAR 20
STATEN ISLAND	APR 7

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Thank you, Manhattan 🙏

Our fourth Rental Ripoff Hearing in Harlem this past weekend was an incredible experience to be part of.

Our volunteers, including Commissioner Tigani and members of our Office of the Tenant Advocate and Intergovernmental Affairs team, were truly grateful to be trusted with your stories. The testimony you shared will help directly shape new housing policy and the future of New York City.

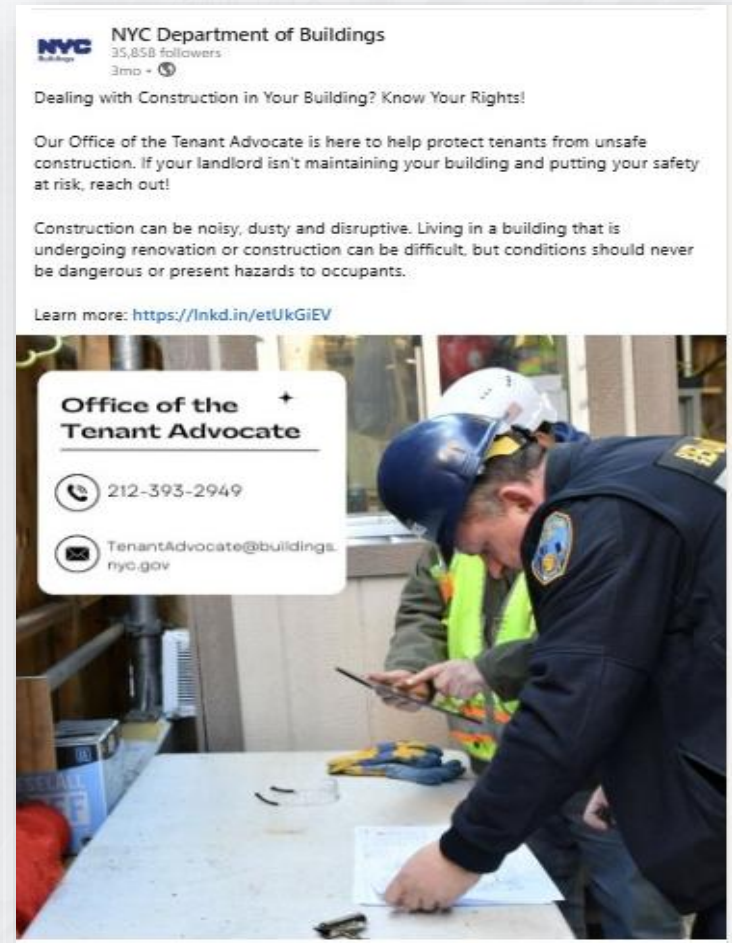
Missed this one? Fear not!

Next stop: The Rock. All New Yorkers are welcome to attend and share their stories.

See you next week, Staten Island.
<https://lnkd.in/ePGWh-3a>



OTA: COMMUNICATION EFFORTS



OTA: COMMUNICATION EFFORTS

 **Department of Buildings** @NYC_Buildings · Mar 11

Another Rental Ripoff Hearing in the books!

Earlier tonight, Buildings Commissioner Ahmed Tigani and DOB staff joined @NYCMayor, @NewYorkStateAG, and city officials at Fordham University in the Bronx, to listen to tenants about their experiences renting in New York City.



 **Department of Buildings** @NYC_Buildings · Mar 28

Commissioner @AhmedTigani54 & DOB staff were in East Harlem all Saturday for the 4th installment of the NYC Rental Ripoff Hearings.

Along with @NYCHousing, @helloDCWP, @nycHealthy, @NYCHA & others, our staff spoke directly with New Yorkers about their experiences living in NYC.



 **Department of Buildings** @NYC_Buildings · Mar 28

We're live at Manhattan's Rental Ripoff Hearing 🗣️

Be sure to drop by our table to say hello to our staff!



OTA: TENANT SAFETY INSPECTIONS

Inspections conducted by the OSI Unit related to tenant harassment and TPP compliance:

- **48 inspections*** stemming from tenant harassment complaints, resulting in **40 violations** and **4 Stop Work Orders (SWOs)**.
- **229 proactive Tenant Protection Plan (TPP) compliance inspections** resulted in **2 violations** for unsafe conditions and **1 SWOs**.
- DOB performed **59 periodic re-inspections** of job sites with active TPPs for compliance. As a result, **3 violations were issued**.

**includes OTA referrals*

OTA: TENANT SAFETY INSPECTIONS

(CONTINUED)

- Finally, as a result of **61 proactive inspections**, **4 violations** and **3 Stop Work Orders** 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 2 years.



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