OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT
Second Quarter of 2021
BACKGROUND

- This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the second quarter of 2021.
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 656 inquiries; those complaints resulted in 149 inspections by the DOB Office of the Buildings Marshal (OBM) or other DOB Enforcement units and 373 referrals to other City and State agencies.
Inquiries & Complaints (continued)

- Where a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within **.26 days** of the date of referral.
Inquiries received by the OTA primarily include:

- 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 (i.e. how to post or deliver tenant protection plans).
OTA Tenant Communication Efforts

Description of communication efforts OTA made to Tenants include:

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

- OTA also serves as a resource to community-based organizations, City, State and federal elected officials, and government agencies.
OTA Tenant Communication Efforts
(continued)

- 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 launched an OTA advertising campaign to increase awareness about the services offered by the unit on NYC subways, buses and local newspapers, as shown on the next slide.
OFFICE OF THE TENANT ADVOCATE
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*UrbanizeNYC* @UrbanizeNYC · Apr 13
Right now 1,423 properties across #NYC have excessive "hazardous violations." Find out if yours is included with this new interactive map from the [@NYC_Buildings](https://twitter.com/NYC_Buildings)

*NYC Buildings* @NYC_Buildings · Apr 12
(1/2)"Landlords are on notice: fix your buildings and keep your tenants safe." - Commissioner La Rocca

Our new, interactive map lets you check if your landlord has received high levels of DOB & HPD hazardous violations & is restricted from obtaining new construction permits.
After being notified of a tenant without electricity by @HelenRosenthal, our Office of the Tenant Advocate team inspected the property to ensure its safety for residents.

You can contact OTA by email & phone: TenantAdvocate@buildings.nyc.gov 212-393-2949
Stop Work Order Recommendations Made to the Commissioner for Non-Compliance of Tenant Protection Plan

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 70 inspections stemming from tenant harassment complaints, resulting in 62 violations/summonses and 33 SWOs.
SWO Recommendations Made to the Commissioner for Non-Compliance of TPP
(continued)

- Additionally 651 OBM proactive TPP compliance inspections resulted in 38 violations and 27 SWOs for failure to comply with the TPP.

- 555 six-month re-inspections for TPP compliance resulted in 2 violations.

- Finally, as a result of proactive inspections, 37 violations and 13 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.
Buildings

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