

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Second Quarter 2026

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Buildings

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 second quarter of 2026.

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)
- Complaints about unsafe construction in occupied buildings.

OTA: INQUIRIES & COMPLAINTS

- OTA received **867 inquiries** resulting in **321 complaint inspections** performed primarily by DOB's **Office of Strategic Inspections (OSI) Unit**.
- OTA made **292 referrals** to other City and State agencies.
- Current response time for tenant harassment complaints is **.65 days**.
- OTA conducted proactive research of **471 buildings** identified as having a high likelihood for enforcement action.

OTA: ENGAGEMENT

OTA works closely with tenants, government agencies, and community-based organizations to provide information, build partnerships, and connect New Yorkers with available resources.

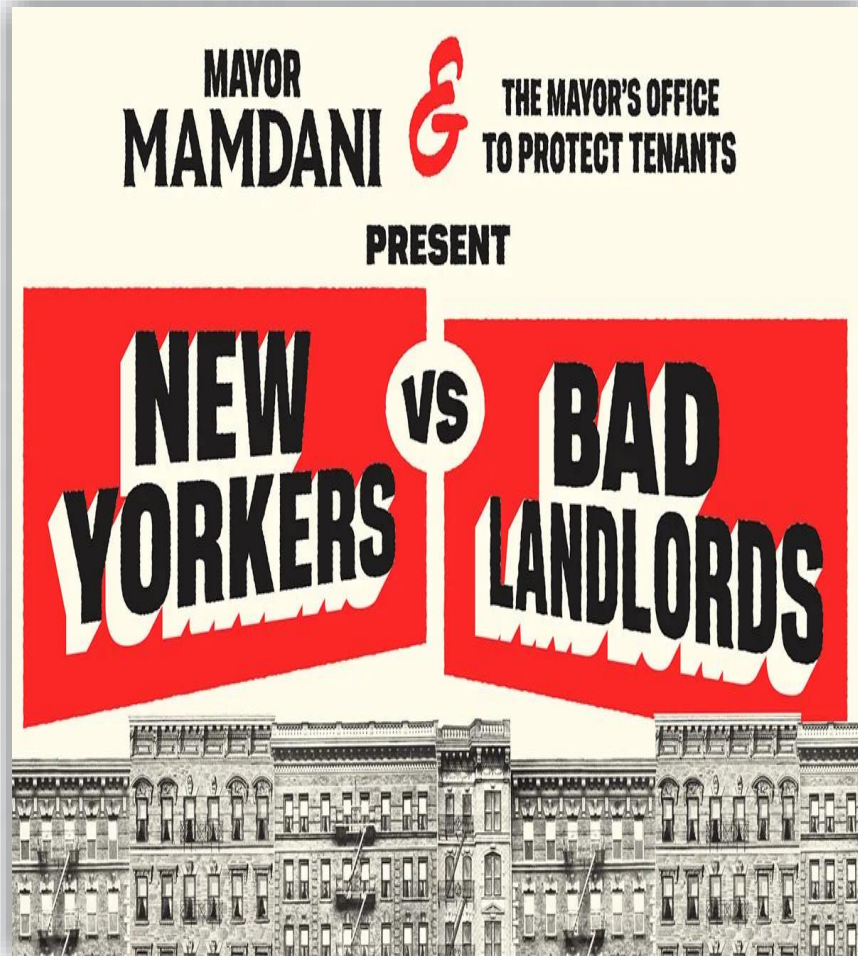
- **Tenant Protection Cabinet:** OTA participates in monthly Tenant Protection Cabinet meetings with the Mayor's Office, the Department of Housing Preservation and Development (HPD), the Department of Social Services (DSS), and other City agencies. These meetings foster cross-agency coordination to better serve tenants by improving access to renter-focused programs, strengthening enforcement efforts, and identifying opportunities to address tenant concerns collaboratively.

OTA: ENGAGEMENT

(continued)

- **HPD Housing Resource Fair:** OTA participated in the HPD Housing Resource Fair hosted by NIDC in the Bronx. The event provided an opportunity to engage directly with community members, listen to their concerns, and provide information about the Department of Buildings' services and resources. OTA staff offered guidance on building-related issues and connected residents with available support, helping to increase awareness of DOB programs and tenant protections.
- **Training Sessions for Elected Officials:** OTA conducted training sessions for staff from multiple elected officials' offices on OTA's role in multi-agency initiatives, Tenant Protection Plans, the Safety Construction Bill of Rights, DOB databases, and the process for filing complaints with OTA.

OTA: TENANT COMMUNICATION



- Pursuant to Mayor Mamdani's Executive Order 08, OTA participated in the Rental Rip-off Hearings, an initiative designed to engage tenants directly in the policymaking process. Through one-on-one conversations with City officials, New Yorkers from all five boroughs shared their housing experiences and challenges. The feedback collected through these hearings will help inform the City's ongoing efforts to strengthen tenant protections and advance equitable housing policy.

OTA: TENANT COMMUNICATION

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OFFICE OF THE TENANT ADVOCATE:
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:

☐ Blocked Egress	☐ Disruption of Essential Services	☐ Unlicensed Contractors
☐ Construction Noise – 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.	☐ Health & Safety (indicate concern) ☐ Dust ☐ Debris ☐ Lead ☐ Asbestos ☐ Other	☐ Work After Hours – Please place your complaint with 311 so a DOB inspector can be routed outside of normal business hours.
☐ Fire Safety	☐ Work Without a DOB Permit	

☐ Other: Please indicate other concern about active construction:

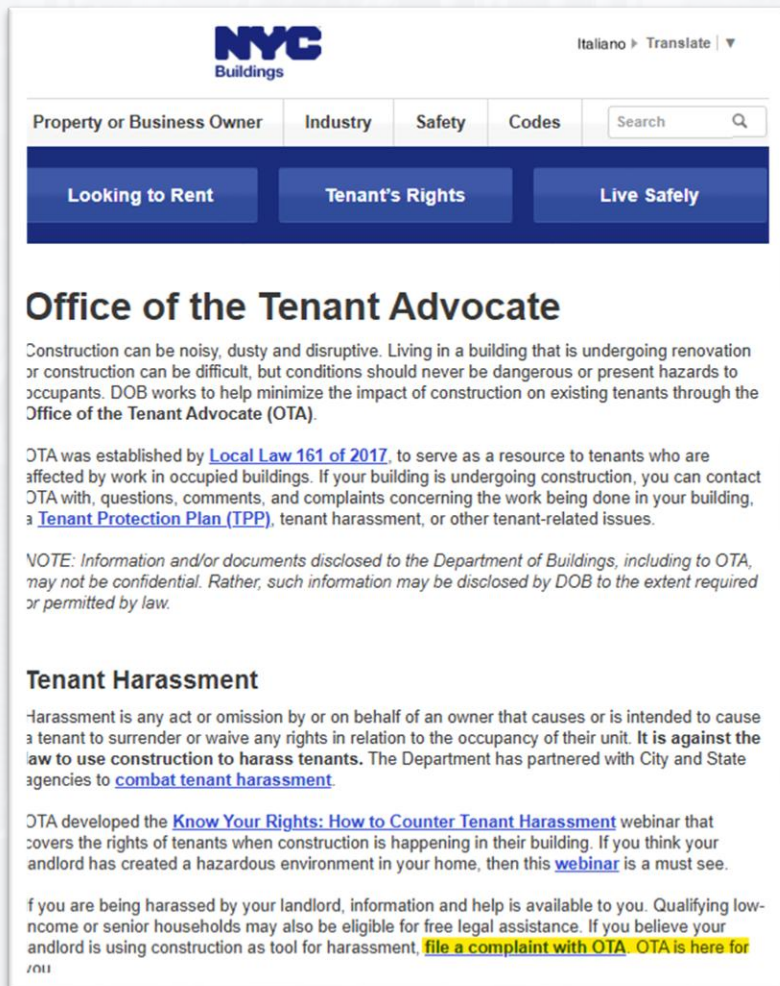
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- OTA's contact information is listed on DOB's website. OTA can be reached by phone at **(212) 393-2550** or email at **tenantadvocate@buildings.nyc.gov**.

****NEW****

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

OTA: COMMUNICATION EFFORTS



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Property or Business Owner Industry Safety Codes Search

Looking to Rent Tenant's Rights Live Safely

Office of the Tenant Advocate

Construction can be noisy, dusty and disruptive. Living in a building that is undergoing renovation or construction can be difficult, but conditions should never be dangerous or present hazards to occupants. DOB works to help minimize the impact of construction on existing tenants through the Office of the Tenant Advocate (OTA).

OTA was established by [Local Law 161 of 2017](#), to serve as a resource to tenants who are affected by work in occupied buildings. 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.

NOTE: Information and/or documents disclosed to the Department of Buildings, including to OTA, may not be confidential. Rather, such information may be disclosed by DOB to the extent required or permitted by law.

Tenant Harassment

Harassment is any act or omission by or on behalf of an owner that causes or is intended to cause a tenant to surrender or waive any rights in relation to the occupancy of their unit. **It is against the law to use construction to harass tenants.** The Department has partnered with City and State agencies to [combat tenant harassment](#).

OTA developed the [Know Your Rights: How to Counter Tenant Harassment](#) webinar that covers the rights of tenants when construction is happening in their building. If you think your landlord has created a hazardous environment in your home, then this [webinar](#) is a must see.

If you are being harassed by your landlord, information and help is available to you. Qualifying low-income or senior households may also be eligible for free legal assistance. If you believe your landlord is using construction as tool for harassment, **file a complaint with OTA. OTA is here for you!**



TenantAdvocate@Buildings.nyc.gov

212-393-2550

calling the number below and asking for the office of the tenant advocate

nyc_dob and ahmedtiganiwashere

Is there construction going on in your building ...

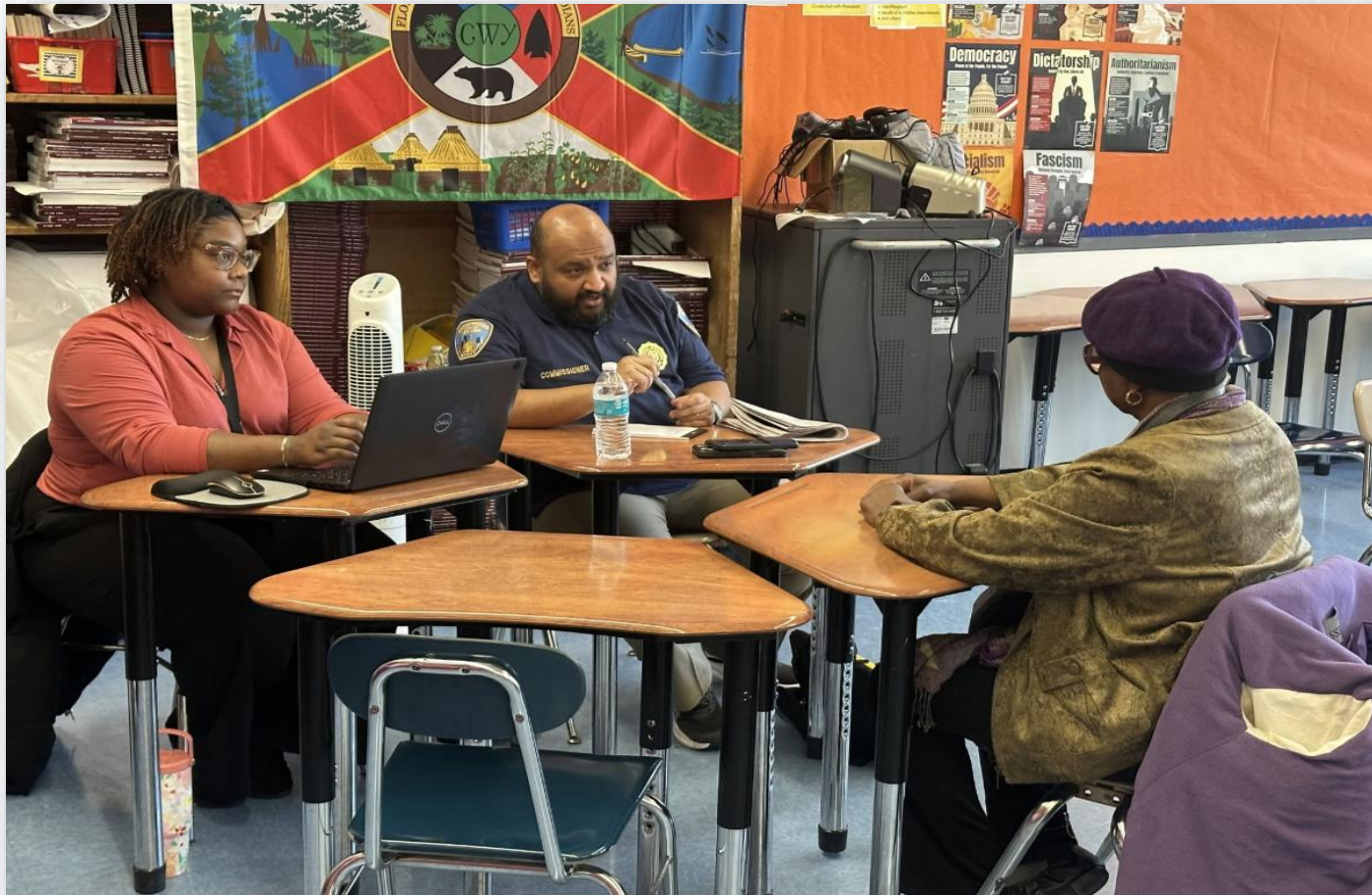
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OTA: TENANT SAFETY INSPECTIONS

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

- **145 inspections*** stemming from tenant harassment complaints, resulting in **78 violations** and **12 Stop Work Orders (SWOs)**.
- **347 proactive Tenant Protection Plan (TPP) compliance inspections** resulted in **28 violations** for unsafe conditions and **11 SWOs**.

**includes OTA referrals*

OTA: TENANT SAFETY INSPECTIONS

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- DOB performed **68 periodic re-inspections** of job sites with active TPPs which were found to be in Code compliance.
- As a result of **110 proactive inspections, 10 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 on the preceding two years.



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