OFFICE OF THE TENANT ADVOCATE
QUARTERLY REPORT
Third Quarter of 2021
This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the third 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 711 inquiries; those complaints resulted in 205 inspections by the DOB Office of the Buildings Marshal (OBM) or other DOB Enforcement units and 344 referrals to other City and State agencies.

- Where a tenant harassment inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within 1.1 days of the date of referral.
Inquiries & Complaints (continued)

Inquiries received by 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, allowing the public to contact OTA directly. Contact OTA at (212) 393-2949 or at tenantadvocate@buildings.nyc.gov.

- 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.
- On September 22, 2021, OTA conducted an online webinar on How to Counter Tenant Harassment for the general public. The webinar can be found at https://www.youtube.com
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TENANTS, Know Your Rights!
When construction is taking place in your building, the Tenant Protection Plan is essential to your safety and landlord compliance. Register for a new webinar hosted by DOB’s Office of the Tenant Advocate on 9/22/2021 at 5 P.M.  bit.ly/3nEbprE

NYC Buildings @NYC_Buildings · Sep 22
***STREAMING LIVE TODAY!***
Watch DOB webinar, “How to Counter Harassment.” at 5 P.M. It’s designed to educate tenants, exposed to potential hazards during construction. Register now to learn more about your rights to safe construction: bit.ly/3hufDy8
#TenantHarassment
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nyc_buildings_department STOP Tenant Harassment!
Join DOB’s Office of the Tenant Advocate for a new online webinar on 9/22/2021 at 5 P.M. The webinar is designed to educate tenants experiencing hazardous construction at their place of residence. Know your rights and learn more about Tenant

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Stop Work Order Recommendations

The number of recommendations made to the Commissioner to issue a Stop Work Order (SWO) related to Tenant Safety Inspections

- This quarter, the Office of the Buildings Marshal (OBM) conducted 117 inspections stemming from tenant harassment complaints, resulting in 56 violations/summonses and 29 SWOs.
Stop Work Order Recommendations (continued)

- Additionally **414 OBM proactive TPP compliance inspections** resulted in **17 violations** and **10 SWOs** for unsafe conditions.

- **468 six-month re-inspections for TPP compliance** resulted in **3 violations**.

- Finally, as a result of proactive inspections, **70 violations** and **41 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.