

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Third Quarter of 2024

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OFFICE OF THE TENANT ADVOCATE

BACKGROUND

This quarterly report for the **Office of the Tenant Advocate (OTA)** has been prepared pursuant to **Local Law 161 of 2017** and covers the third quarter of 2024.

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

Following are inquiries received by OTA :

- 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
- Inquiries pertaining to Department processes (i.e., *How to Post or Deliver TPPs*)
- Insufficient TPPs
- Questions about the TPP Special Inspection requirement

OTA: INQUIRIES & COMPLAINTS

COMPLAINTS

Following is the number of complaints received by OTA with a description of each complaint:

- This quarter OTA received **464 inquiries**. Those complaints resulted in **214 inspections** by DOB's **Multiple Dwelling Inspections (MDI) Unit** and/or other DOB enforcement units and **187 referrals** to other City and State agencies.
- Where a tenant harassment inquiry requires an inspection, the MDI Unit is currently performing such inspection within **.757 days** of the date of referral.
- Additionally, OTA conducted proactive portfolio research in **189** buildings identified as **at risk** and referred **9** Tenant Protection Plans for audit.

OTA: TENANT COMMUNICATION

OTA interacts with tenants on a regular basis and serves as a resource to community-based organizations, City/State/Federal elected officials, and government agencies.

The following describes OTA's communication efforts to Tenants:

- OTA participates in the bi-monthly meetings of the North Brooklyn Housing Task Force with local community groups, elected officials, and City/State agencies.
- In August 2024, OTA participated at Pa'lante *Demystifying Housing* Conference to present a seminar on Tenant Protection Plans, followed by a round table panel discussion on Tenant Harassment.
- Listed on DOB's website, OTA can be reached by phone at **(212) 393-2550** or email at **tenantadvocate@buildings.nyc.gov**.
- ***NEW*** **[fillable complaint form](#)** Tenants can complete and email to OTA.

OTA: COMMUNICATION EFFORTS



OTA: COMMUNICATION EFFORTS



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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.

Our Office of the Tenant Advocate (OTA) is here to help minimize the impact of construction on tenants!

If you think you may be the target of construction-related harassment, contact 311 or OTA directly and we'll investigate!

Learn more:
<https://www.nyc.gov/site/buildings/tenant/ota.page>

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OTA: COMMUNICATION EFFORTS



NYC Department of Buildings

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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: <https://lnkd.in/exZDRxn7>

OTA: COMMUNICATION EFFORTS



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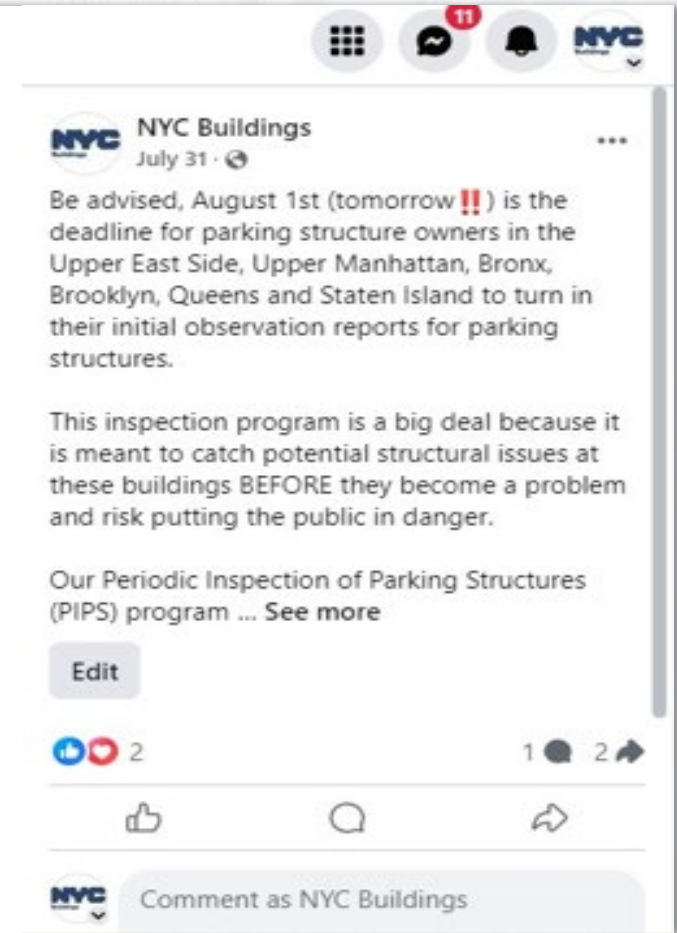
Learn more: nyc.gov/site...



OTA: COMMUNICATION EFFORTS



OTA: COMMUNICATION EFFORTS



OTA: TENANT SAFETY INSPECTIONS

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

- This quarter, MDI **conducted 301 inspections** stemming from tenant harassment complaints, resulting in **211 violations** and **41 Stop Work Orders (SWOs)**.
- Additionally, **289 proactive MDI TPP compliance inspections** resulted in **36 violations** for unsafe conditions and **28 Stop Work Orders (SWOs)**.
- **242 six-month re-inspections for TPP compliance** resulted in **17 violations** and **9 SWOs**.
- Finally, as a result of **262 proactive inspections**, **30 violations**, and **10 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 2 years

**includes OTA referrals*



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