

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

Third Quarter 2025

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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 second 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*).

OTA: INQUIRIES & COMPLAINTS

INQUIRIES

(CONTINUED)

- Inadequate Tenant Protection Plans (TPPs).
- Questions about the TPP Special Inspection requirement.
- Complaints about unsafe construction in occupied buildings.

OTA: INQUIRIES & COMPLAINTS

- OTA received **388 inquiries** resulting in **69 complaint inspections** performed primarily by DOB's **Office of Strategic Inspections (OSI) Unit**.
- OTA made **203 referrals** to other City and State agencies.
- Current response time for tenant harassment complaints: **0.75 days**.

OTA: INQUIRIES & COMPLAINTS

COMPLAINTS

(CONTINUED)

- OTA conducted proactive research of **669 buildings** identified as having a high likelihood for enforcement action.
- **7** Tenant Protection Plans (TPPs) were referred for plan examination audits.

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 the bi-monthly meetings of the North Brooklyn Housing Task Force with local community groups, elected officials, and City/State agencies.

OTA: TENANT COMMUNICATION

(continued)

- 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'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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September 4 · 🌐

Dealing with Construction in Your Building? Know Your Rights!

Construction can be noisy, dusty, and disruptive, but it should never present dangers to occupants. Your safety as a tenant comes first.

Our Office of the Tenant Advocate (OTA) is here to help protect tenants from unsafe construction conditions. If your landlord isn't maintaining your building and putting your safety at risk, reach out so we can help!

Email: TenantAdvocate@buildings.nyc.gov

Call: 212-393-2949

Learn more: <https://on.nyc.gov/3NtnCsQ>



OTA: COMMUNICATION EFFORTS



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Construction activity in occupied buildings can be disruptive, but it should never pose a danger nor be used as a tool of harassment to push out tenants. NYC has extensive safety regulations to help protect tenants from construction activity.

New Yorkers who are concerned about suspected unsafe or illegal construction work happening in their buildings are strongly encouraged to let us know about it by calling [@nyc311](https://www.nyc.gov/311) so that we can investigate.



OTA: COMMUNICATION EFFORTS

9,804 posts



Department of Buildings @NYC_Buildings - Aug 1

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nyc.gov/site/buildings...



Department of Buildings @NYC_Buildings - Sep 4

If you suspect a building or construction site may be in unsafe violating condition, contact our friends at 311 so DOB inspectors can be routed to the scene 🙄

documentedny.com/2025/09/03/com... #BradsBads



Comptroller's 'Wall of Shame' Dashboard Reveals NYC's Top Labor Violators fo...

From documentedny.com

OTA: COMMUNICATION EFFORTS



Department of Buildings @NYC_Buildings · Aug 1

New Yorkers who are concerned about suspected unsafe or illegal construction work happening in their buildings are strongly encouraged to let us know about it by calling @nyc311 so that we can investigate.



LANDLORDS USING CONSTRUCTION AS A FORM OF TENANT HARASSMENT IS ILLEGAL.

TO FILE A COMPLAINT CALL 311 AND ASK FOR DOB'S OFFICE OF THE TENANT ADVOCATE.

Tenants have rights, including not being intimidated or harassed by landlords. Construction can be used as a form of tenant harassment. This can include cutting off essential services like heat, hot water, or gas and doing excessively noisy work at odd hours. The Office of the Tenant Advocate is enforcing tenants' rights when landlords are wrong.

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Office of the Tenant Advocate

212-393-2949

TenantAdvocate@buildings.nyc.gov

OTA: TENANT SAFETY INSPECTIONS

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

- **49 inspections*** stemming from tenant harassment complaints, resulting in **24 violations** and **4 Stop Work Orders (SWOs)**.
- **375 proactive Tenant Protection Plan (TPP) compliance inspections** resulted in **49 violations** for unsafe conditions and **19 SWOs**.

**includes OTA referrals*

OTA: TENANT SAFETY INSPECTIONS

(CONTINUED)

- DOB performed **269 periodic re-inspections** of job sites with active TPPs for compliance. As a result, **8 violations** and **1 SWOs were issued**.
- Finally, as a result of **7 proactive inspections**, **2 violations**, and **2 SWOs were** 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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