

OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT

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

OTA: INQUIRIES & COMPLAINTS

- OTA received **359 inquiries** resulting in **57 complaint inspections** performed primarily by DOB's **Office of Strategic Inspections (OSI) Unit**.
- OTA made **192 referrals** to other City and State agencies.
- Current response time for tenant harassment complaints: **0.65 days**.
- OTA conducted proactive research of **235 buildings** identified as having a high likelihood for enforcement action.

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 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: TENANT COMMUNICATION

(continued)

- 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

NYC Buildings •
October 27, 2025 · 🌐

Dealing with Construction in Your Building? Know Your Rights!

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 is here to help protect tenants from unsafe construction. If your landlord isn't maintaining your building and putting your safety at risk, reach out!

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

Office of the Tenant Advocate

📞 212-393-2949

✉️ TenantAdvocate@buildings.nyc.gov



NYC Buildings •
November 28, 2025 · 🌐

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>



[See insights and ads](#) [Boost post](#)

OTA: COMMUNICATION EFFORTS

NYC Buildings
December 10, 2025 · 🌐

Members from DOB's Office of the Tenant Advocate and Strategic Enforcement Division are proud to have participated in this important effort 🙌

With this lawsuit, Attorney General James and HCR are seeking the return of overcharged rents plus treble damages, enforcement of the units' rent stabilized status, penalties for violations of law, and the appointment of an independent administrator to audit the entire Peak portfolio for illegal activity 🙌

<https://ag.ny.gov/.../attorney-general-james-and-hcr...>

New York State Attorney General
December 10, 2025 · 🌐

It's no secret that New York City is battling an affordable housing crisis.

That's why my office and NYS HCR sued Peak, a real estate developer, for illegally deregulating rent-stabilized apartments, deceiving tenants, and cheating housing laws.



QCHRON.COM
Illegal deregulation of apartments alleged

No insights to show ⓘ

Create ad

NYC Buildings
December 26, 2025 at 7:00 AM · 🌐

Dealing with disruptive construction activity in your building?

Know Your Rights!

Our Office of the Tenant Advocate is here to help protect tenants from unsafe construction. If your landlord is potentially putting your safety at risk, reach out! <https://on.nyc.gov/3NtnCsQ>



See insights and ads

Boost post

OTA: COMMUNICATION EFFORTS

By NYC Department of Buildings Press Office • 12/10/2025

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New York Attorney General Letitia James and the Tenant Harassment Prevention Task Force (which DOB is a participant in) today announced a settlement with Steven Kashanian and his real estate company, BlueSky Management NY, LLC (BlueSky), for violating the New York City construction codes and creating unsafe and unsanitary conditions for hundreds of tenants.

"When city agencies order a landlord to fix ongoing safety issues at their buildings, the nonnegotiable expectation is that those owners will live up to their legal obligations and make the needed repairs," said DOB Commissioner Jimmy Oddo. "This important settlement will mean that these repairs will finally happen, and the New Yorkers living at properties owned by BlueSky Management will no longer be put in harm's way due to hazardous building conditions. We are grateful of the combined efforts of this Task Force, working alongside DOB's Office of the Tenant Advocate and our Borough Enforcement Unit, to spotlight the important public safety issue of proper building maintenance."

https://lnkd.in/ec_4faQr



Attorney General James and Tenant Harassment Prevention Task Force Secure More than \$672,000 fro...
ag.ny.gov

By NYC Department of Buildings Press Office • 10/3/2025

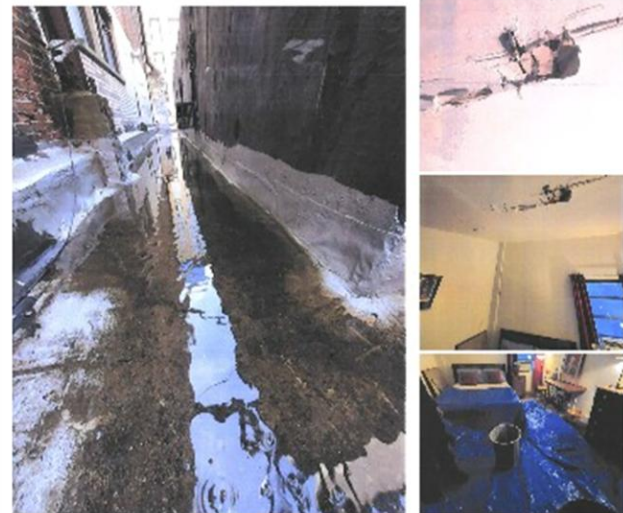
NYC Department of Buildings
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3mo •

A Chelsea building owner has been indicted on felony tenant harassment charges by the Manhattan DA after allegedly waging a harassment campaign against two elderly tenants in an attempt to get them to move out over the course of several years.

DOB's Office of the Tenant Advocate and the Loft Board have been working on this case for years, issuing violations, imposing penalties, and initiating litigation, in a concentrated effort to end the tenant harassment. When the owner still refused to cease their practices, we partnered with the Manhattan DA's Office, who have now brought criminal charges against the owner.

Thanks to the DA and our partners at DOI for pursuing this case, DOB will remain in the fight to help keep tenants protected from such harassment!

<https://lnkd.in/ecmbQN9a>



OTA: COMMUNICATION EFFORTS



nyc_dob 10/08/25

For tenants, it's important to know that construction can be noisy and disruptive, but it should never present hazards to tenants. Our Office of the Tenant Advocate is here to help prevent construction-related harassment. Learn more:

nyc.gov/site... 11/16



Department of Buildings @NYC_Buildings · Oct 23, 2025
Dealing with Construction in Your Building? Know Your Rights!

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

on.nyc.gov/3NtnCsQ



OTA: TENANT SAFETY INSPECTIONS

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

- **42 inspections*** stemming from tenant harassment complaints, resulting in **27 violations** and **3 Stop Work Orders (SWOs)**.
- **261 proactive Tenant Protection Plan (TPP) compliance inspections** resulted in **17 violations** for unsafe conditions and **2 SWOs**.
- DOB performed **113 periodic re-inspections** of job sites with active TPPs for compliance. As a result, **8 violations** and **2 SWOs were issued**.

**includes OTA referrals*



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