

# Calling 311 about a Housing Quality Issue

## A General Guide for Tenants on What to Expect



Department of  
Housing Preservation  
& Development

### 1. Issue in your apartment?

Whether heat/hot water, roaches, leaks, or other needed repairs-- contact your landlord first to fix it. If they are unresponsive, contact 311 (call, online, or mobile app) to make a complaint.

*Know your rights! Your immigration status does not matter!*



2. 311 will send the complaint to the Dept. of Housing Preservation and Development (HPD).



*Keep your service request number so you can check the status of your complaint on HPDOnline or call 311.*



3. HPD notifies owner  
"Please fix!"



4. HPD calls back tenant  
"Did they fix it?"

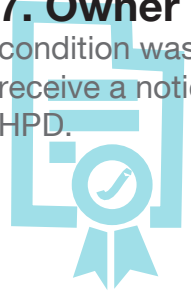
"Yes!" 😊 →  
"No!" 😞 or no response →



*Timeframe depends on severity of the issue. More serious, life threatening complaints will be prioritized.*



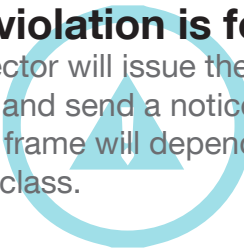
7. Owner must certify to HPD that the condition was corrected, and the tenant will receive a notice of certification in the mail from HPD.



7a. If the violation is certified but not corrected, the tenant can challenge as instructed in the letter. HPD also attempts to randomly reinspect certified violations. If re-inspection finds that the condition is not corrected, the case is referred to HPD's Housing Litigation Division, which may pursue legal action against the owner.



6. If a violation is found the inspector will issue the owner a Violation and send a notice to fix it. The time frame will depend on the violation class.



5. HPD sends a Code Inspector The timeframe depends on severity of the case, but should be within 30 days. If the inspector cannot access the unit, they leave a card for the tenant to call and make an appointment within 10 days. If it is a heat complaint, they try to inspect another unit.

Inspectors also check for other safety items, such as smoke detectors. If no inspector arrives after 30 days, you can check the complaint status through HPDOnline or call 311 or the Tenant Info Messaging System at 212-863-8307.

*If English is not your primary language, let the inspector know and they can call an interpreter to help!*



7b. If audit and re-inspection are successful and condition has been corrected 😊

If unable to re-inspect and there is no tenant response, the violation closes after 70 days.



### Hazardous Conditions?

Class C Violations are hazardous conditions and require emergency repairs by the owner.

HPD notifies owner

"Fix this NOW!"  
(within 24 hours for most Class C violations)



Time's up? HPD calls the tenant. If still not fixed, the violation is sent to HPD's Emergency Repair Program. Appointment may be set up with tenant to get a scope for repair.



Fixing!

HPD staff visits the apartment to create a scope of work\*, contracts a vendor to fix the condition, and bills the owner through the Department of Finance (DOF).

\*If HPD is unable to access apartment, inspector leaves a card and sends a letter in the mail. Tenant must call to make an appointment, or else no further action is taken.

7c. If the owner doesn't certify the violation remains OPEN on building record. Tenants can check on HPDOnline to see all open violations or call 311. Tenants should seek legal counsel and initiate a Housing Court Action, and may contact local elected officials for help if conditions are not corrected.

*If you are in a rent regulated apartment, you may be able to file for rent reduction with NYS Homes and Community Renewal (NYS HCR) call 718-739-6400.*

*For information on your tenant rights, visit [nyc.gov/tenantsrights](http://nyc.gov/tenantsrights)*

If you suspect corruption or collusion involving a code inspector, please report to the NYC Department of Investigation (DOI) at 212-3-NYC-DOI

Updated: 2019