



UTILITY SERVICE RESTORATION

WHAT YOU NEED TO KNOW

Gas service is essential to daily living. It provides heat, hot water and/or cooking gas to your apartment and the other tenants in your building.

Most likely the utility company shut the gas off because an unsafe condition was identified. The most common reasons for a service disruption are gas leaks or gas piping work performed without a permit. These are both unsafe conditions. **Your safety is our priority.**

What are the next steps?

To restore gas service, the property owner must hire a **Licensed Master Plumber (LMP)**. The LMP will file an application with the **NYC Department of Buildings (DOB)** to do the necessary work so gas service can be restored. After the work is completed, the LMP must request inspection of the work by DOB. **A DOB inspection is required to authorize the restoration of gas service.**

How can I find out if my landlord filed the DOB application to get the gas restored?

Tenants can track permit applications online through the **DOB NOW Public Portal** at www.nyc.gov/dobnow or the City's **Open Data Portal** at www.nyc.gov/data. All permit applications are publicly available and active permits must be posted at the building.

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What if my landlord does not file the requires permits to restore the gas?

If your landlord does not take the necessary steps to restore gas service, there are actions you can take as a tenant:

- Contact **311** to request an inspection by the **New York City Department of Housing Preservation and Development (HPD)**.
- Notify the 311 Operator of your affected services, i.e. heat, hot water and/or cooking gas. A HPD inspector will come to your home to inspect and issue a violation if warranted.
- File a **Housing Part Action (HP Action)** in Housing Court. An HP Action will require your landlord to make the necessary repairs.
- Consult a lawyer about your rights so you can fully understand your options. Qualifying households may be able to access free legal services through the **Mayor's Office to Protect Tenants**. Click the **Resources** tab at www.nyc.gov/tenantprotection for more information.

How long will it take for my gas to be restored?

The length of time it takes until gas service is restored depends on many factors like: the reason for the gas shut-off, how much repair work needs to be done, how fast the property owner can gain access to the apartments affected, and the property owner's timely filing of the completed work to DOB.

TENANT RESOURCES

NYC Mayor's Office to Protect Tenants
www.nyc.gov/tenantprotection

File a Housing Part (HP) Action in NYC Housing Court
www.nycourts.gov/COURTS/nyc/housing/startinghp.shtml

NYC Department of Housing Preservation & Development
www.nyc.gov/hpd click [Services & Information](#)

Eviction Prevention and Community Legal Resources
www.nyc.gov/tenantprotection click [Resources](#)

DOB's Office of the Tenant Advocate (OTA)
www1.nyc.gov/site/buildings/renter/ota/page
Phone: (212) 393-2949
Email: tenantadvocate@buildings.nyc.gov

DOB NOW Public Portal
www.nyc.gov/dobnow



Do you need help tracking a permit application or need a status update for a permitted job filing? Maybe you have a question about the legality of the work being done in your building. If you do contact OTA at (212) 393-2949 or tenantadvocate@buildings.nyc.gov.

