

What to Expect After Filing a Complaint

Find the status of your complaint at HPDONLINE by searching for the Service Request number you received from 311 or looking for complaints from your apartment. If the Inspector writes a violation, you can also see the details of the violation, including when it needs to be corrected by, on HPDONLINE.

Housing Court

Tenants can go to Housing Court before or after violations are issued if poor maintenance conditions exist. The Court can order the landlord to correct conditions and can assess penalties for failure to comply. There is a \$45 fee to file, which may be waived if you cannot pay. There is a Housing Court in every borough.

- Manhattan: 111 Centre Street - Room 225
- Bronx: 1118 Grand Concourse - Lobby
- Brooklyn: 141 Livingston Street - Room 202
- Queens: 89-17 Sutphin Boulevard - Second Floor
- Staten Island: 927 Castleton Avenue - Lobby

To learn more, contact Housing Court Answers at **(212) 962-4795** or visit housingcourtanswers.org.

You may be eligible for free legal assistance. Call the Legal Aid Society at **(212) 577-3300** or Legal Services of New York at **(212) 431-7200**.

Report Corruption

Housing Inspectors may not accept any type of benefit from anyone in order to influence their official actions. Accepting or offering any benefit is a crime. Housing Inspectors will report such offers to the City's Department of Investigation.

To report improper activity, call **(212) 369-2364** or visit nyc.gov/doi. Violators will be prosecuted.



ADDITIONAL INFORMATION

For additional information please visit our website at www.nyc.gov/hpd or scan the QR Code with your mobile device.

IMPORTANT INFORMATION

- **Department of Buildings** - nyc.gov/buildings
For broken or unsafe elevators or structural issues.
- **Emergency Management** - nyc.gov/oem
For information on how to create household disaster plans, emergency supply kits, and "Go" bags.
- **Mayor's Office for People with Disabilities** - nyc.gov/mopd
- **HPD's Affordable Housing** - nyc.gov/hpd or **(212) 863-5610**
To find out about open lotteries.
- **Mayor's Office to End Domestic and Gender-Based Violence** - nyc.gov/endgbv
- **Department for the Aging** - nyc.gov/aging

City agencies can be reached by dialing 311 or by visiting nyc.gov.

- **NY State Homes and Community Renewal** - hcr.nyc.gov or **(718) 739-6400**
For issues concerning rents charged in rent-stabilized or rent controlled buildings.
- **Child Abuse Hotline** - **(800) 342-3720**

For a copy of this pamphlet, go to [ABCs of Housing - HPD \(nyc.gov\)](https://nyc.gov/abcshousing)

للحصول على نسخة من هذه النشرة، فضلاً الانتقال إلى دليل أساسيات الإسكان - إدارة الحفاظ على المساكن وتطويرها (nyc.gov)

এই প্রচারপুস্তিকার একটি কপির জন্য, [ABCs of Housing - HPD \(nyc.gov\)](https://nyc.gov/abcshousing) এ যান

Pour obtenir une copie de cette brochure, rendez-vous sur [ABC du logement - HPD \(nyc.gov\)](https://nyc.gov/abcshousing)

Pou jwenn yon kopi bwochi sa, ale sou [ABC Lojman - HPD \(nyc.gov\)](https://nyc.gov/abcshousing)

이 팜플릿 사본을 원하시면 임대주 및 세입자를 위한 주택 수칙(ABCs of Housing) - [HPD\(nyc.gov\)](https://nyc.gov/abcshousing) 를 방문하십시오

Kopia tej broszurki jest dostępna na stronie [ABC Zakwaterowania - HPD \(nyc.gov\)](https://nyc.gov/abcshousing)

Для получения копии этой брошюры перейдите на веб-сайт [HPD \(nyc.gov\)](https://nyc.gov/abcshousing) и найдите руководство «Основы жилищной политики»

Para obtener una copia de este folleto, vaya a [El ABC de la Vivienda, HPD \(nyc.gov\)](https://nyc.gov/abcshousing)

اس پرچے کی ایک کاپی کے لیے، [ABCs of Housing - HPD \(nyc.gov\)](https://nyc.gov/abcshousing) پر جائیں
如需本宣传册的副本，请访问 [《住房基础知识》\(ABCs of Housing\) - HPD \(nyc.gov\)](https://nyc.gov/abcshousing)



**Department of
Housing Preservation
& Development**
nyc.gov/hpd

Inspector's Badge #:

Date of Inspection:

/ /

HPD COMPLAINT #



To view violations issued on this inspection, visit HPDONLINE within a few days of this inspection.
All violations will be reported to the property owner or the property owner's agent.

* scan the QR Code with your mobile device to visit HPDONLINE.

Today's inspection was only the first step in the process of bringing your apartment or building up to Code. HPD counts on tenants to be partners in order to increase the effectiveness of our code enforcement efforts. We urge you to carefully read the information in this pamphlet. For more information on housing maintenance issues visit nyc.gov/hpd or call 311 for a copy of the ABCs of Housing.

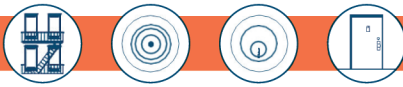
Emergency Repair Violations

HPD may follow-up with you by phone because one or more of the violations with a check mark are being issued:

- ☐ No Heat (under 64 degrees)
- ☐ No Hot Water (under 110 degrees)
- ☐ Lead/Potential Lead Peeling Paint
- ☐ Missing or Defective Window Guards
- ☐ No Water
- ☐ No Electricity
- ☐ Cascading Water Leaks
- ☐ Mold
- ☐ Apartment door not self-closing
- ☐ Other:

HPD will contact the property owner about making the necessary repairs and will attempt to contact you to verify if the repairs have started or been completed. It is important that you respond to HPD so we can determine the next steps to get the condition repaired!

Fire Safety



KEY LOCKED WINDOW GATES AND DOUBLE CYLINDER LOCKS

Locks on window gates that require a key and locks on doors which require a key to unlock from the inside of the apartment are dangerous and can prevent from escaping or the Fire Department from getting to you in the event of a fire. Remove them to stay safe.

SMOKE AND CARBON MONOXIDE DETECTORS

Smoke and carbon monoxide detectors provide life-saving warning of fire or dangerous carbon monoxide gas. Your landlord has to provide these devices (or one combined device) but you should make sure that detectors are in place, have proper batteries and are working.

SELF-CLOSING DOORS

All residential buildings with three or more apartments must have self-closing apartment and public area doors. The doors should never be blocked or contain devices preventing doors from being self-closing. The doors can help contain fire and smoke from spreading through a building, preventing loss of life, injury, and limiting property damage.

LITHIUM ION BATTERIES

Lithium ion batteries – often used in micro mobility devices like e-bikes and e-scooters – can be dangerous and overheat, often igniting spontaneously while being charged or disconnected. They can cause serious fires that spread quickly and are difficult to extinguish. Never charge these batteries indoors, especially near exits including windows and doors, and never use an extension cord. Always use the original charging equipment and manufacturer recommended replacement battery only. If a battery overheats or you notice an odor, change in shape/color, leaking, or odd noises from the device, discontinue use immediately. If safe to do so, move the device away from anything that can catch fire and call 9-1-1.

GAS LEAKS

If you smell gas or suspect a gas leak, leave the building immediately and contact 911. The Fire Department will respond to your concerns.

Safeguard Your Children



LEAD-BASED PAINT

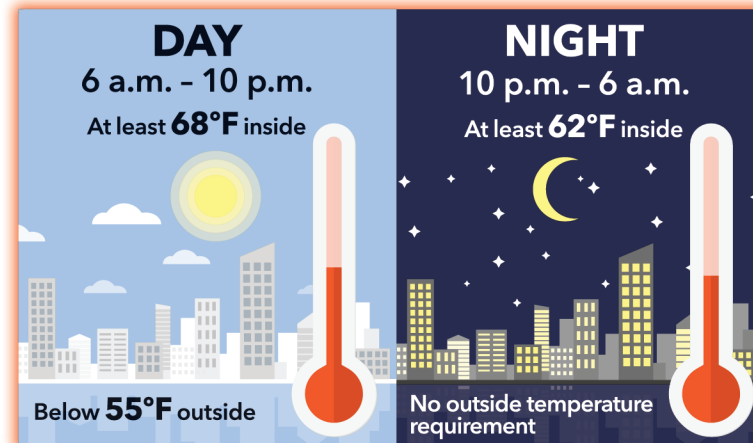
Lead-based paint can poison your child. A pamphlet on the dangers of lead-based paint and information on how you can protect your family was given to you during this inspection. Read it carefully and call 311 for more information.

WINDOW GUARDS

Window guards prevent children from falling out of windows and being seriously injured or killed. Approved window guards are required in all apartment and public hallway windows in buildings with three or more apartments where a child 10 years or younger resides or if you request them.

Heat and Hot Water

Building owners are legally required to provide heat and hot water to their tenants. Hot water must be provided 365 days per year at a constant minimum temperature of 120 degrees Fahrenheit. Heat must be provided between October 1st and May 31st, i.e. “Heat Season,” under the following conditions:



Your Health



MOLD, MICE, COCKROACHES, AND RATS

Mold, mice, cockroaches, and rats can cause allergic reactions, irritation, or trigger asthma in some people. A pamphlet on the dangers of indoor allergens and information on how you can protect your family was given to you during this inspection. Read it carefully and call 311 for more information. Local Law 55 of 2018 requires owners of multiple dwelling to keep tenant’s apartments free of mold and pests.

Harassment and Displacement

TENANT HELPLINE

New Yorkers who may be experiencing landlord harassment, are at risk of displacement or have repairs in their homes that are not being addressed by their landlord as a form of harassment can contact the Tenant Helpline. The Tenant Helpline is the Public Engagement Unit (PEU) Tenant Support Unit’s (TSU) centralized hub that connects tenants in all five boroughs to programs, legal assistance, and community resources. You can contact the Tenant Helpline online or by calling 311. Harassment of tenants by landlords or owners can include:

- Not offering leases or renewals or repeatedly offering buyout
- Unjustified eviction notices or illegal lockouts
- Threats and intimidation, such as late-night phone calls
- Overcharging for a rent-regulated apartment
- Failure to provide necessary repairs or utilities
- Deliberately causing construction-related problems such as working after hours or failing to removing excessive dust or debris
- Repeated interruptions of essential services such as heat, water, and electricity

If you live in a rent-controlled or rent-stabilized apartment, you can get more information about harassment by calling New York State Homes and Community Renewal at **(718) 739-6400**. The New York State Attorney General also has an information and complaint line: **(800) 771-7755**.