



DEPARTMENT OF BUILDINGS

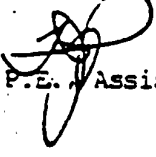
EXECUTIVE OFFICES
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CHARLES M. SMITH, Jr., R.A., Commissioner
312-8100

Issuance # 76

OPERATIONS
POLICY AND PROCEDURE # 23/87

To: Distribution

From: Fredric J. Pocci, P.E., Assistant Commissioner 

Date: December 31, 1987

Subject: Complaint/Referral Procedure

Purpose: This procedure has been developed to ensure uniform priority designations and referrals of complaints received by the Department of Buildings.

Effective: January 11, 1988

Specifics:

Department of Buildings Complaints:

The attached list contains a sampling of most frequently received Department of Buildings complaints. Next to each complaint is listed a priority designation. Each complaint must be answered in priority order. The allowable response times for each category is as follows.

A = 1 day
B = 7 days
C = 30 days
D = 90 days

If more than one complaint category applies, an overall rating, equal to the highest applicable priority, shall be noted on the complaint card.

If the "Other" category is used, the Administrative Chief Inspector, or a designated inspector, shall assign a priority to the complaint received.

New complaint cards will be ordered with these complaints appropriately listed. Once the shipment is received this procedure will be updated regarding the proper use of the form. Until the order is received, please ensure that the proper priority designations are assigned by the complaint clerk. For the next 30 days, please forward any complaints received but not included on the attached list to the Office of Operations.

Referrals:

When a telephone complaint is received which does not fall under the jurisdiction of the Department of Buildings, the complainant should be referred to the appropriate agency. The attached list includes a sampling of complaints and the appropriate New York City agency to refer the caller to.

When a letter of complaint is received the complaint should be researched to determine which agency is responsible for handling the complaint in question. The complaint should then be forwarded to the appropriate agency and logged in as completed in the complaint log book.

If, after thorough research, you are unable to locate the appropriate agency, the complaint should be referred to the Office of Operations. The Office of Operations will research the problem and advise all offices of the proper agency to refer this type of complaint to in the future.

Agency	Nature of Complaint
TLC	Car service using on street parking
TLC	Taxi/Car Service Complaints
HPD	City owned residential buildings
DRP	City owned commercial/vacant land
DEP	Excessive noise in neighborhood
DEP	Foul odors in neighborhood/air pollution
HPD/DOH	Garbage/debris in building
DOH/DOS	Garbage/debris in street/lot
HPD	General maintenance in residential building
DEP	Illegal asbestos removal
HPD	No electricity in building
HPD	No heat in building
HPD	No hot water in building
HPD/DEP	No water in building
HPD/DOH	Rodents/vermin in building
DEP	Sewer is backed up in street/building
DOT	Sidewalk needs repair
HPD	Water backed up/flooding in building

The complainant should be given the appropriate telephone number coinciding with the agency listed above.

DEP	-	Department of Environmental Protection	- 212-966-7500
		2358, Municipal Building, New York 10007	
DOS	-	Department of Sanitation	- 212-334-8590
		125 Worth Street, New York 10013	
DOH	-	Department of Health	- 212-285-9503
		125 Worth Street, New York 10013	
DOT	-	Department of Transportation - Manh.	- 212-323-8548
		40 Worth Street, New York 10013	
		- Bronx	- 212-931-3770
		- Brooklyn	- 718-780-8105
		- Queens	- 718-520-3311
		- Staten Island	- 718-390-5142
DRP	-	Division of Real Property	- 212-566-2603
		2 Lafayette Street, New York 10007	
HPD	-	Housing Preservation and Development	- 212-960-4800
		100 Gold Street, New York 10038	
TLC	-	Taxi & Limousine Commission	- 212-382-9310
		221 West 41 Street, New York 10036	

Priority Complaint

#	Priority	Complaint
1	B	After hours work-illegal
2	B	Boiler-defective/inoperative
3	C	Boiler-illegal
4	A	Boiler-smoke fumes
5	A	Building-in danger of collapse
6	B	Building-vacant, open and unsafe
7	B	Building Permit-none
8	D	C of O-none
9	D	C of O-not being complied with
10	D	Commercial Use-illegal
11	B	Construction-change grade
12	B	Construction-change watercourse
13	C	Construction debris-excessive
14	D	Curb cut-illegal
15	A	Demolition-illegal
16	C	Egress-exit door not proper
17	B	Egress-no secondary means
18	B	Electrical work-illegal
19	B	Elevator - dangerous condition
20	C	Elevator-not working
21	A	Excavation-undermining adjacent building
22	D	Exhaust - entering apartment
23	A	Falling-construction debris
24	A	Falling-part of building
25	A	Falling-part of building in danger of
26	C	Fireplace/wood stove-illegal
27	B	Landmark Building-illegal work
28	B	PA Permit-none
29	B	PA Permit-not being complied with
30	C	Plumbing Work-illegal
31	D	Residential Use-illegal
32	C	Sidewalk Shed-no lights
33	B	Sidewalk Shed-none
34	D	Sign-illegal
35	C	Sprinkler system-inadequate
36	B	Wall-bulging
37	B	Wall-cracked
38	D	Zoning-non conforming
99		Other