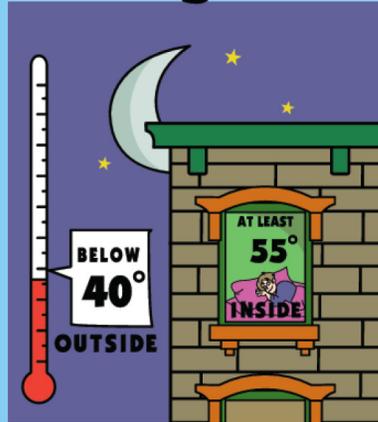
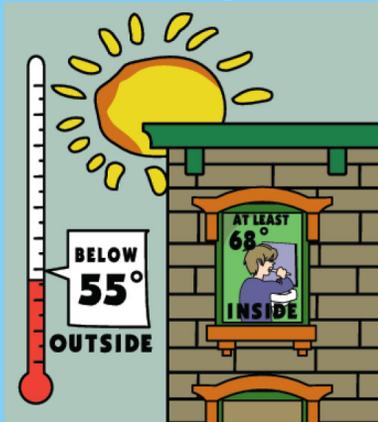


# COLD WEATHER HEAT REQUIREMENTS OCTOBER 1ST - MAY 31ST

## Day

## Night



6 a.m. - 10 p.m.

10 p.m. - 6 a.m.

**TENANTS WITHOUT HEAT SHOULD  
CALL 311 (TTY 212-504-4115) OR  
FILE A COMPLAINT AT NYC.GOV/311  
OR THROUGH NYC 311's Mobile App**



# ENFORCEMENT SERVICES

## ONE TEAM... ONE GOAL

### Improving the quality of housing in New York City



Complaints?  
Call 311 • [nyc.gov/hpd](http://nyc.gov/hpd)

The City of New York  
DEPARTMENT OF HOUSING PRESERVATION  
AND DEVELOPMENT  
Office of Enforcement and Neighborhood Services  
BILL DE BLASIO, Mayor

ALICIA GLEN, Deputy Mayor for Housing and Economic  
Development

VICKI BEEN, Commissioner

Printed on paper containing 30% post-consumer material.

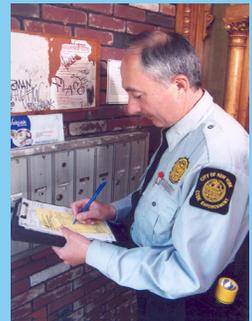
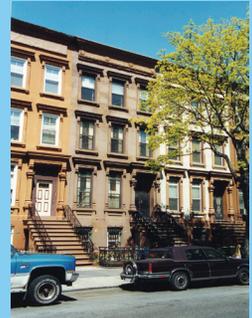
[nyc.gov/hpd](http://nyc.gov/hpd)



BILL DE BLASIO, Mayor

ALICIA GLEN, Deputy Mayor for Housing  
and Economic Development

VICKI BEEN, Commissioner





## Division of Code Enforcement Office Locations & Contact Numbers

**Bronx:** 1932 Arthur Avenue (3<sup>rd</sup> Floor)  
Bronx, NY 10457  
(718) 579-6790

**Brooklyn:** 701 Euclid Avenue  
Brooklyn, NY 11208  
(718) 827-1942

210 Joralemon Street (Room # 806)  
Brooklyn, NY 11201  
(718) 802-3662

**Manhattan:** 94 Old Broadway (7<sup>th</sup> Floor)  
New York, NY 10027  
(212) 234-2541

**Queens:** 120-55 Queens Boulevard (1<sup>st</sup> Fl.)  
Kew Gardens, NY 11424  
(718) 286-0800, (718) 286-0808,  
(718) 286-0809

**Staten Island:** Borough Hall (2<sup>nd</sup> Floor)  
St. George, NY 10301  
(718) 816-2340

Tenant Information Message Service:  
(212) 863-8307

## Registration Assistance Unit

The law requires that owners of all multiple dwellings [three or more units] file an annual Multiple Dwelling Registration form with the Department of Housing Preservation and Development. Owners of private one- and two-family homes are only required to register when neither the owner nor any family member occupies the dwelling. Filing an annual Multiple Dwelling Registration form may provide owners with notice and an opportunity to correct housing maintenance complaints and emergencies before HPD issues violations and performs emergency repairs.

The Registration Assistance Unit helps owners who have questions or need guidance with the registration process. Staff members are available to aid owners, Monday to Friday, 9:30 a.m. to 4:00 p.m. Owners who need assistance may come in person, call 212-863-7000 for help, or visit the HPD website at [www.nyc.gov/hpd](http://www.nyc.gov/hpd). The HPD website now contains an Online Registration Assistance feature that will allow an owner to fill out their property registration statement online.



Staff from the Registration Assistance Unit.

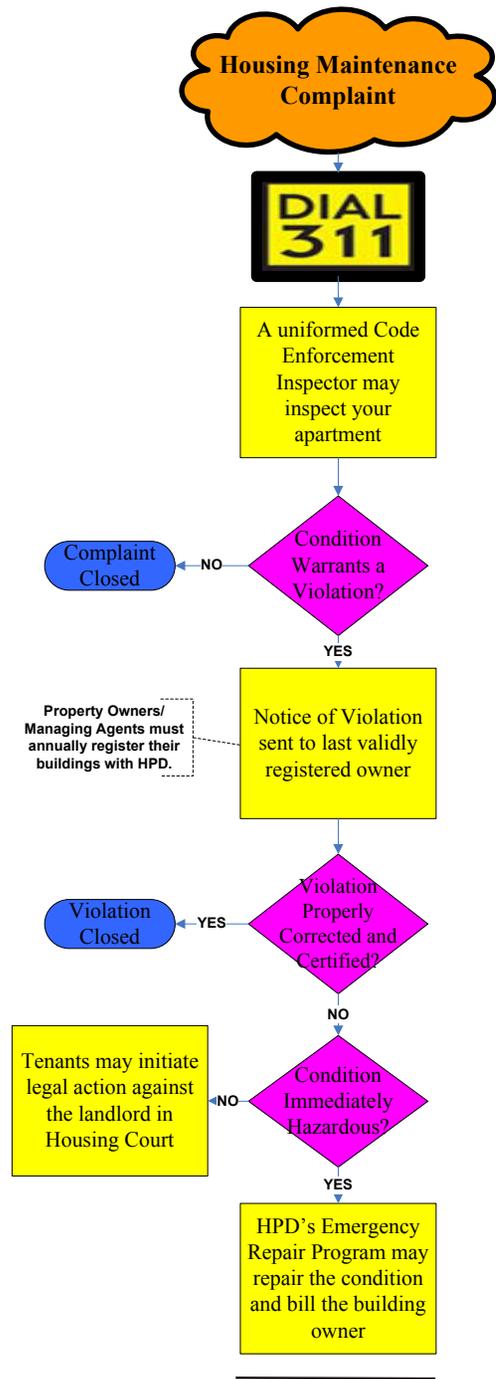
## Introduction

The New York City Department of Housing Preservation and Development (HPD) is the leading municipal developer of affordable housing in the nation. In February 2006, Mayor Michael R. Bloomberg announced his new housing agenda, *The New Housing Marketplace: Creating Housing for the Next Generation*, the largest investment in the City's housing stock in 20 years that continues the City's commitment to housing preservation and community development activities. It is a \$7.5 billion plan to create and preserve more than 165,000 homes and apartments in neighborhoods by 2013.

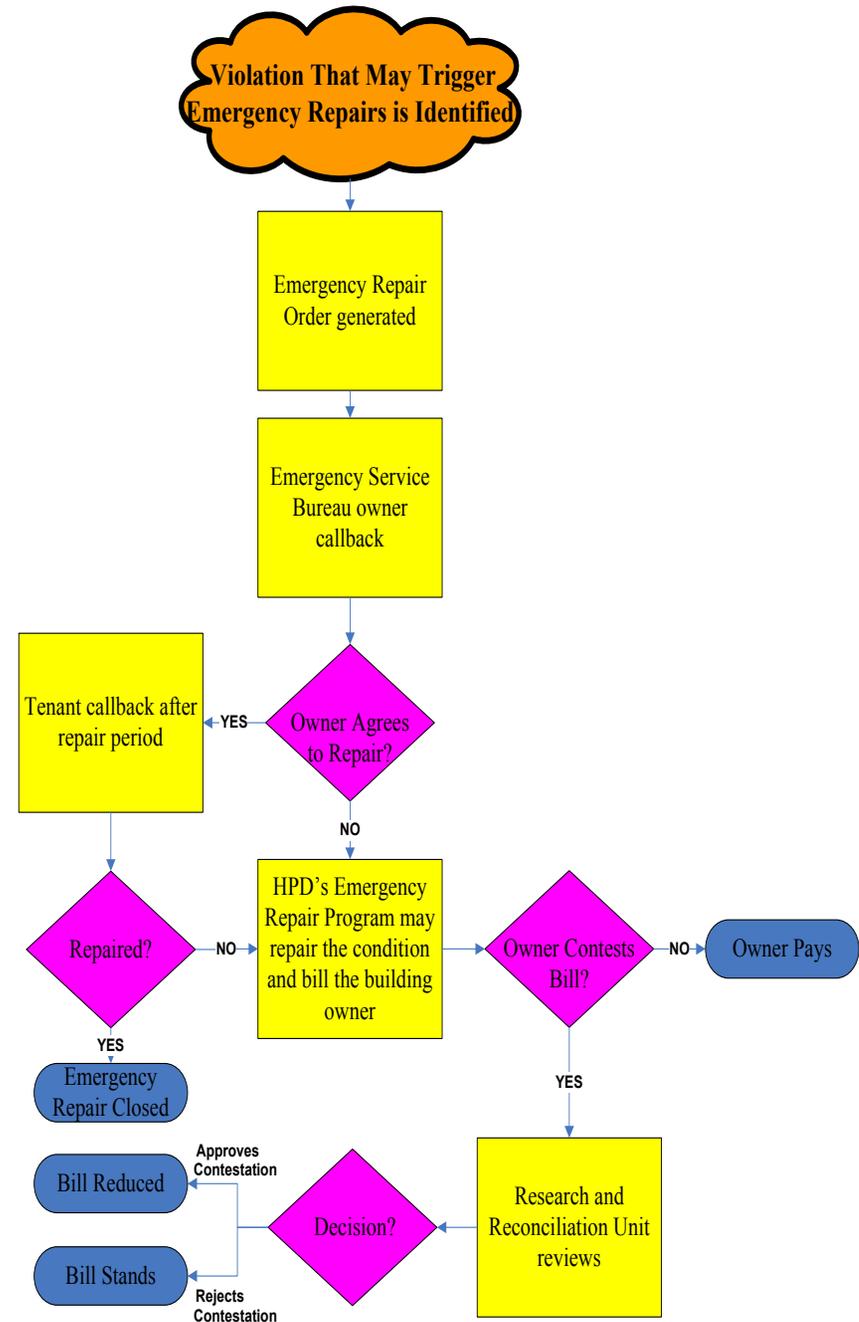
HPD protects existing housing stock and expands housing options for New Yorkers as it strives to improve the availability, affordability, and quality of housing in New York City. As part of four efforts to preserve affordable housing, HPD is responsible for ensuring that building owners comply with the City's Housing Maintenance Code and the New York State Multiple Dwelling Law. These are the regulations that provide the minimum housing standards for residential buildings in New York City.

This publication introduces both tenants and owners to how Enforcement Services preserves and protects housing in New York City. Tenants may come into contact with HPD's Enforcement Services, which includes the Division of Code Enforcement and Division of Maintenance, when they contact us about conditions in their building. Building owners may come into contact with HPD's Enforcement Services for assistance with preserving, maintaining, or improving their buildings.

## Enforcement Services Flowchart Part 1



## Enforcement Services Flowchart Part 2



## Research and Reconciliation Unit

Emergency repair charges incurred by HPD when repairing violations are billed to the building owner. Charges that are not paid become a tax lien against the property. The administrative staff of the Research and Reconciliation Unit review and make determinations of protested emergency repair charges.



A lead abatement technician cleans a contaminated site using a special wet vacuum.

Protests must be in writing. The protest letter (with all supporting documents) should be forwarded to the HPD ERPR Research and Reconciliation Unit, 100 Gold Street, 4th Floor, New York, NY 10038. The Research and Reconciliation Unit can also be reached at 212-863-6020.

Protest determinations made by HPD's Research and Reconciliation Unit are put in writing and mailed to the owner.

## Housing Inspectors

Housing Inspectors are a vital link to the public.

Our more than 400 uniformed Housing Inspectors play a key role in improving the quality of housing in New York City. They respond to many complaints filed with the City's Citizen Service Center at 311. No matter why they are recalled, Housing Inspectors will inspect for the following six conditions during all apartment inspections:

- Peeling paint [if a child under age six resides in the apartment]
- Illegal double-cylinder locks that require a key for exit at apartment entrance doors
- Illegal bars or gates at any egress window
- Defective or missing window guards [if a child under age eleven resides in the apartment]
- Defective or missing smoke alarms
- Defective or missing carbon monoxide alarms

Housing Inspectors can communicate in 150 languages.

Many Housing Inspectors are bilingual and speak languages that include Arabic, Bengali, Cantonese, Creole, French, Hebrew, Italian, Mandarin, Polish, Russian and Spanish. For those Housing Inspectors who do not speak your language, HPD has a telephone service that links them to interpreters who will translate anyone of over 150 languages.



Housing Inspector speaking with tenants about apartment conditions.

## Housing Inspectors

In order to access this telephone service and obtain a translator, a Housing Inspector may ask to use your telephone. There will be no charge for this phone call.

Housing Inspectors provide service to the public 24/7 throughout the five boroughs.

Our inspectors' shifts provide coverage 24 hours a day, 365 days per year. In fact, most Housing Inspectors work evenings and weekends.

There is a Code Enforcement office in each borough. In order to better serve the public, a Public Interviewer, who is a Housing Inspector, is assigned to each Code Enforcement Borough Office. The Public Interviewer is responsible for providing assistance to the public and answering questions concerning specific Code Enforcement actions or issues.

We depend on your cooperation to do our work.

If you have reported what you believe to be an unsafe condition in your apartment, it is very important that you provide access to Housing Inspectors, so that necessary inspections can be performed. Housing Inspectors may write violations for conditions or problems that were not noted in the original complaint.

### Correcting Violations

Housing Inspectors issue three classes of Violations. Class A Violations are considered non-hazardous and owners have 90 days to correct the condition. Class B Violations are hazardous and owners have 30 days to make necessary corrections and repairs. Class C Violations are immediately hazardous and owners have 24 hours to correct the violations. One exception to the 24-hour time limit is lead-based paint hazard violations, for which owners have 21 days to correct. Owners who receive notices of violations should pay attention to correction and certification dates listed. If you have received a notice of violation, you may contact your borough Code Enforcement office for more detailed information on correcting and certifying violations.

## Emergency Repair Program

The Emergency Repair Program (ERP) may perform emergency repairs to correct a Class C immediately hazardous violation that is not corrected by the owner.

Prior to the actual performance of an emergency repair, technical staff from the Division of Maintenance or a private contractor hired by HPD will inspect the violation and create a "scope of work." The scope of work details all of the work that must be performed in order to address the immediately hazardous condition. After the scope of work is created, the Division of Maintenance will dispatch technical staff or hire a private contractor to perform the emergency repair.

Some repairs involve environmental hazards like lead and asbestos. The Division of Maintenance's Bureau of Environmental Hazards is comprised of staff that is specially trained to remove and test environmental hazards.



An abatement technician with appropriate protective gear removes paint from a wall.

In order for repairs to be performed in a timely fashion, it is vital that tenants provide access to technical staff and contractors. The law requires tenants to provide landlords with access to make repairs, provided that such access is at a reasonable time and in a reasonable manner.

## Emergency Services Bureau

If a Housing Inspector issues a class C immediately hazardous violation that calls for emergency repair, the Emergency Services Bureau will attempt to contact the building owner and occupants. This process is an effective tool in getting serious violations corrected swiftly.

The Emergency Services Bureau attempts to call owners after these "emergency repair generating" class C violations are issued and provides notice of the violations and impending emergency repair. The Emergency Services Bureau reaches out to the last validly registered owner. Owners who file an annual up-to-date Multiple Dwelling Registration form may be notified of class C emergency repair generating violations before emergency repairs are performed by HPD. This is another reason why filing an annual Multiple Dwelling Registration Form with HPD is important and beneficial to owners.

The Emergency Services Bureau also attempts to call the complainant or tenant affected by the immediately hazardous condition to see if the condition has been corrected. An emergency repair will be cancelled only if the complainant or tenant verifies that the condition has been corrected.



Emergency Services Bureau staff member notifying a owner of an "emergency repair generating" class C violation.

## Special Services: Lead, Fire, Emergencies & Support

HPD's Division of Code Enforcement has Specialized Inspection Units for matters that require expert attention and skill. These include:

### The Lead-Based Paint Inspection Program

The Housing Inspectors in this program inspect for lead-based paint hazards in apartments where children under the age of six live. The inspectors are equipped with x-ray fluorescence (XRF) machines that detect the presence of lead in paint.



Housing Inspectors use an x-ray fluorescence analyzer to detect lead in the paint on a wall.

### The Alternative Enforcement Program

The Alternative Enforcement Program ("AEP") is an additional enforcement mechanism that HPD utilizes to enforce the correction of housing maintenance conditions in the most distressed multiple dwellings. The AEP ensures that violations and conditions that caused the violations are corrected. The AEP team is comprised of housing inspectors, construction project managers, community coordinators and support staff that perform inspections, monitor construction work and provide tenants with information and updates pertaining to the dwelling's status in the AEP.

### Special Enforcement Unit

The Housing Inspectors in the Special Enforcement Unit respond to fires and perform inspections to determine whether affected apartments are habitable. Working with real property managers, the Unit monitors repair work and maintains contact with occupants and owners until the apartments are fit for habitation.



Special Enforcement Unit Staff assisting a tenant returning to a vacated apartment that had been restored to habitability.

### Emergency Response Unit

Housing Inspectors assigned to this Unit respond to emergencies such as buildings that collapse. This unit provides coverage 24 hours a day and is able to perform late night and early morning inspections when needed.

### City-Wide Inspection Unit

This Unit conducts re-inspections at Single Room Occupancy buildings (SROs), responds to tenant complaints and supports other Bureaus and Divisions of HPD as well as other city agencies, including the Department of Homeless Services and the Human Resources Administration.

Owners who respond quickly to occupant complaints are vital to maintaining the quality of housing in New York City. Our Owner Call Back Unit staff contacts owners and notifies them when an emergency complaint is filed at 311, the City's Citizen Service Center. Our goal is to obtain rapid owner response through early notification.

Shortly after being advised of an emergency complaint, the Owner Call Back Unit reaches out to owners by contacting them with the phone number they supply on the Multiple Dwelling Registration form for a given building. The Owner Call Back Unit contacts the last validly registered owner. Owners that file an annual up-to-date Multiple Dwelling Registration form may be notified of housing maintenance complaints soon after the complaint is reported and before an inspection is performed by HPD. This is one reason why filing an annual Multiple Dwelling Registration with HPD is important and beneficial to owners.

The Tenant Call Back Unit calls the complainant or tenant to determine if the conditions complained of have been corrected. If the complainant or tenant cannot be reached, or if he or she claims that the condition still exists, a Housing Inspector may be dispatched to the location to undertake an inspection. Owners are not advised when or if an inspection will be performed. If the complainant or tenant states that the conditions referred to in the complaint have been corrected, the complaint is closed.