



DEPARTMENT OF BUILDINGS
EXECUTIVE OFFICES
60 HUDSON STREET, NEW YORK, NY 10013

CHARLES M. SMITH, Jr., R.A., Commissioner
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Issuance # 112

OPERATIONS
POLICY AND PROCEDURE # 16/88

To: Distribution
From: Fredric J. Pocci, P.E., Assistant Commissioner
Date: June 13, 1988
Subject: Complaint/Referral Procedure

Purpose: This procedure supersedes Operations PPN # 23/87. This procedure and the uniform priority designations and referral list for complaints received by the Department of Buildings have been updated.

Effective: June 20, 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 should be answered in priority order. The targeted response times for each category are 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 supervising or associate inspector, shall assign a priority to the complaint received.

Communities Board complaints will not be accepted over the regular complaint telephone number. Emergency or Priority A complaints will be called directly to the Supervising Inspector who is responsible for the district in which the Community Board is located. All other complaints from the Community Boards should be sent in writing to the Complaint Clerk.

Written complaints received from a Community Board should never be less than a C priority. All other written complaints and routine A8 referrals from the Fire Department will be classified as on the priority designation list.

The Administrative Chief Inspector, or a designated supervising or associate inspector, may reassign priority designation based on the nature, source and frequency of prior complaints regarding the premises or by the complainant. Next to any changes they must place their initials.

Anonymous complaints will only be accepted for Priority A complaints. If a caller does not want to leave his or her name, the clerk should first explain that their name will not be used or shown to the public under any circumstances. If they still refuse to leave their name, the clerk should inform the caller that we cannot accept the complaint and that we will not respond. The clerk should not record the complaint in the log book.

The complaint log book should contain the priority code designation that was assigned to the complaint. This should be recorded prior to referring the complaint for inspection. Upon completion of the inspection, the result of the inspection, and number of days to respond should be recorded.

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 or governmental 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

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.

#	Priority	Complaint
		On Going Construction
1.	A	Adjacent buildings shaking/vibrating
2.	B	After hours work-illegal
3.	B	Building Permit/Excavation permit - none
4.	B	Construction-change grade
5.	B	Construction-change watercourse
6.	B	Construction debris-excessive
7.	A	Demolition-illegal
8.	A	Excavation - inadequate support/shoring
9.	A	Excavation-undermining adjacent building
10.	A	Falling-construction debris
11.	A	Landmark Building-illegal work
12.	B	Sidewalk Shed-Inadequate/defective
13.	B	Sidewalk Shed-none
		Use/Building
14.	C	Auto Repair - illegal
15.	A	Building-in danger of collapse
16.	C	Building-vacant, open and unguarded
17.	C	C of O-none
18.	C	C of O-not being complied with
19.	C	Commercial Use-illegal
20.	C	Compactor Room/Refuse Chute - illegal
21.	D	Curb cut-illegal
22.	D	Driveway/Carport - illegal
23.	A	Egress - doors locked/blocked
24.	C	Egress-exit door not proper
25.	B	Egress-no secondary means
26.	A	Falling-part of building
27.	A	Falling-part of building in danger of
28.	D	Fence - illegal
29.	A	Fire damage- structural stability affected
30.	C	Fireplace/wood stove-illegal
31.	C	Illegal conversion
32.	B	PA Permit-none
33.	C	PA Permit-not being complied with
34.	D	Residential Use-illegal
35.	D	Sign/Awning illegal
36.	A	Sign - in danger of falling
37.	D	Sprinkler system-inadequate
38.	D	Ventilation system - illegal/improper
39.	B	Wall/Retaining wall - bulging/cracked
41.	D	Zoning-non conforming
		Boilers
42.	D	Boiler-defective/inoperative HPD Referral
43.	C	Boiler-illegal
43.	A	Boiler-smoke fumes
		Electrical
45.	C	Electrical wiring - defective/exposed
46.	C	Electrical work - improper
47.	B	Electrical work-unlicensed, in progress
		Elevator
48.	A	Elevator - dangerous condition
49.	D	Elevator-not working
50.	A	Elevator shaft - open and unguarded
		Plumbing
51.	A	Gas hook-up/piping-illegal
52.	C	Plumbing work - illegal
		Cranes and Derricks
53.	A	Crane/Scaffold-no permit/license/cert.
54.	A	Crane/Scaffold-unsafe/illegal operations
55.	A	Crane/Scaffold-unsafe installation/equip.
56.	B	Scaffold hanging - no work in progress
99		Other

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
DOI/IGO	Corruption or Criminal Activity
DEP	Excessive noise in neighborhood
HUD	Federal HUD Housing Complaints
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
DOT	Illegal street/sidewalk closing
PARKS	Illegal tree removal (on street)
HPD	No electricity in building
HPD	No heat in building
HPD	No hot water in building
HPD	No water in residential building
DHCR	NY State-Mitchell Lama Housing Complaints
HPD/DOH	Rodents/vermin in building
DEP	Sewer is backed up in street/building
DEP	Sewer water leaking/defective
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	
DHCR	-	NYS Division of Housing and Community Renewal	-212-519-5789
		One Fordham Plaza, Bronx, New York 10458	
DOH	-	Department of Health	- 212-285-9503
		125 Worth Street, New York 10013	
DOI	-	Department of Investigation	- 212-825-5900
		80 Maiden Lane, New York, New York 10038	
DOS	-	Department of Sanitation	- 212-334-8590
		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	
HUD	-	Housing & Urban Development - Federal	
		26 Federal Plaza, NY, NY 10278 Manh. & SI	-212-264-4967
		Bklyn & Qns.	- 212-264-4956
		Bronx	- 212-264-8470
IGO	-	Inspector General's Office	- 212-791-0400
		11 Park Place, NY, NY 10007	
PARKS	-	Department of Parks & Recreation	- 212-397-3111
		The Arsenal, Central Park	
		New York 10021	
TLC	-	Taxi & Limousine Commission	- 212-382-9310
		221 West 41 Street, New York 10036	