Issuance # 112

OPERATIONS
POLICY AND PROCEDURE # 16/88

To: Distribution
From: Fredric J. Pocci, F.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.
<table>
<thead>
<tr>
<th>Priority</th>
<th>Complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>A Adjacent buildings shaking/vibrating</td>
</tr>
<tr>
<td>2.</td>
<td>B After hours work - illegal</td>
</tr>
<tr>
<td>3.</td>
<td>B Building Permit/Excavation permit - none</td>
</tr>
<tr>
<td>4.</td>
<td>B Construction-change grade</td>
</tr>
<tr>
<td>5.</td>
<td>B Construction-change watercourse</td>
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<tr>
<td>6.</td>
<td>B Construction debris - excessive</td>
</tr>
<tr>
<td>7.</td>
<td>A Demolition - illegal</td>
</tr>
<tr>
<td>8.</td>
<td>A Excavation - inadequate support/shoring</td>
</tr>
<tr>
<td>9.</td>
<td>A Excavation-undermining adjacent building</td>
</tr>
<tr>
<td>10.</td>
<td>A Falling-construction debris</td>
</tr>
<tr>
<td>11.</td>
<td>A Landmark Building - illegal work</td>
</tr>
<tr>
<td>12.</td>
<td>B Sidewalk Shed - Inadequate/defective</td>
</tr>
<tr>
<td>13.</td>
<td>B Sidewalk Shed - none</td>
</tr>
<tr>
<td>14.</td>
<td>C Use/Building</td>
</tr>
<tr>
<td>15.</td>
<td>A Auto Repair - illegal</td>
</tr>
<tr>
<td>16.</td>
<td>A Building - in danger of collapse</td>
</tr>
<tr>
<td>17.</td>
<td>C Building - vacant, open and unguarded</td>
</tr>
<tr>
<td>18.</td>
<td>C C of O - none</td>
</tr>
<tr>
<td>19.</td>
<td>C C of O - not being complied with</td>
</tr>
<tr>
<td>20.</td>
<td>C Commercial Use - illegal</td>
</tr>
<tr>
<td>21.</td>
<td>C Compactor Room/Refuse Chute - illegal</td>
</tr>
<tr>
<td>22.</td>
<td>D Curb cut - illegal</td>
</tr>
<tr>
<td>23.</td>
<td>D Driveway/Carport - illegal</td>
</tr>
<tr>
<td>24.</td>
<td>A Egress - doors locked/blocked</td>
</tr>
<tr>
<td>25.</td>
<td>B Egress - exit door not proper</td>
</tr>
<tr>
<td>26.</td>
<td>B Egress - no secondary means</td>
</tr>
<tr>
<td>27.</td>
<td>A Falling - part of building</td>
</tr>
<tr>
<td>28.</td>
<td>A Falling - part of building in danger of</td>
</tr>
<tr>
<td>29.</td>
<td>D Fence - illegal</td>
</tr>
<tr>
<td>30.</td>
<td>A Fire damage - structural stability affected</td>
</tr>
<tr>
<td>31.</td>
<td>C Fireplace/wood stove - illegal</td>
</tr>
<tr>
<td>32.</td>
<td>C Illegal conversion</td>
</tr>
<tr>
<td>33.</td>
<td>B PA Permit - none</td>
</tr>
<tr>
<td>34.</td>
<td>C PA Permit - not being complied with</td>
</tr>
<tr>
<td>35.</td>
<td>D Residential Use - illegal</td>
</tr>
<tr>
<td>36.</td>
<td>D Sign/Awning - illegal</td>
</tr>
<tr>
<td>37.</td>
<td>A Sign - in danger of falling</td>
</tr>
<tr>
<td>38.</td>
<td>D Sprinkler system - inadequate</td>
</tr>
<tr>
<td>39.</td>
<td>D Ventilation system - illegal/improper</td>
</tr>
<tr>
<td>40.</td>
<td>B Wall/Retaining wall - bulging/cracked</td>
</tr>
<tr>
<td>41.</td>
<td>D Zoning - non conforming</td>
</tr>
<tr>
<td>42.</td>
<td>D Boilers - defective/improper HPD Referral</td>
</tr>
<tr>
<td>43.</td>
<td>C Boiler - illegal</td>
</tr>
<tr>
<td>44.</td>
<td>A Boiler - smoke fumes</td>
</tr>
<tr>
<td>45.</td>
<td>C Electrical wiring - defective/exposed</td>
</tr>
<tr>
<td>46.</td>
<td>C Electrical work - improper</td>
</tr>
<tr>
<td>47.</td>
<td>B Electrical work - unlicensed, in progress</td>
</tr>
<tr>
<td>48.</td>
<td>A Elevator - dangerous condition</td>
</tr>
<tr>
<td>49.</td>
<td>D Elevator - not working</td>
</tr>
<tr>
<td>50.</td>
<td>A Elevator shaft - open and unguarded</td>
</tr>
<tr>
<td>51.</td>
<td>A Gas hook-up/piping - illegal</td>
</tr>
<tr>
<td>52.</td>
<td>C Plumbing work - illegal</td>
</tr>
<tr>
<td>53.</td>
<td>A Crane/Scaffold - no permit/license/cert.</td>
</tr>
<tr>
<td>54.</td>
<td>A Crane/Scaffold - unsafe/illegal operations</td>
</tr>
<tr>
<td>55.</td>
<td>A Crane/Scaffold - unsafe installation/equip.</td>
</tr>
<tr>
<td>56.</td>
<td>B Scaffold hanging - no work in progress</td>
</tr>
<tr>
<td>99.</td>
<td>Other</td>
</tr>
<tr>
<td>Agency</td>
<td>Nature of Complaint</td>
</tr>
<tr>
<td>----------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>TLC</td>
<td>Car service using on street parking</td>
</tr>
<tr>
<td>TLC</td>
<td>Taxi/Care Service Complaints</td>
</tr>
<tr>
<td>HPD</td>
<td>City owned residential buildings</td>
</tr>
<tr>
<td>DRP</td>
<td>City owned commercial/vacant land</td>
</tr>
<tr>
<td>DOI/IGO</td>
<td>Corruption or Criminal Activity</td>
</tr>
<tr>
<td>DEP</td>
<td>Excessive noise in neighborhood</td>
</tr>
<tr>
<td>HUD</td>
<td>Federal HUD Housing Complaints</td>
</tr>
<tr>
<td>DEP</td>
<td>Foul odors in neighborhood/air pollution</td>
</tr>
<tr>
<td>HPD/DOH</td>
<td>Garbage/debris in building</td>
</tr>
<tr>
<td>DOH/DOH</td>
<td>Garbage/debris in street/lot</td>
</tr>
<tr>
<td>HPD</td>
<td>General maintenance in residential building</td>
</tr>
<tr>
<td>DEP</td>
<td>Illegal asbestos removal</td>
</tr>
<tr>
<td>DOT</td>
<td>Illegal street/sidewalk closing</td>
</tr>
<tr>
<td>PARKS</td>
<td>Illegal tree removal (on street)</td>
</tr>
<tr>
<td>HPD</td>
<td>No electricity in building</td>
</tr>
<tr>
<td>HPD</td>
<td>No heat in building</td>
</tr>
<tr>
<td>HPD</td>
<td>No hot water in building</td>
</tr>
<tr>
<td>HPD</td>
<td>No water in residential building</td>
</tr>
<tr>
<td>DHCR</td>
<td>NY State-Mitchell Lama Housing Complaints</td>
</tr>
<tr>
<td>HPD/DOH</td>
<td>Rodents/vermin in building</td>
</tr>
<tr>
<td>DEP</td>
<td>Sewer is backed up in street/building</td>
</tr>
<tr>
<td>DEP</td>
<td>Sewer water leaking/defective</td>
</tr>
<tr>
<td>DOT</td>
<td>Sidewalk needs repair</td>
</tr>
<tr>
<td>HPD</td>
<td>Water backed up/flooding in building</td>
</tr>
</tbody>
</table>

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
  - Brooklyn - 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

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