



# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT Third Quarter of 2019

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# BACKGROUND

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- This quarterly report has been prepared pursuant to Local Law 161 of 2017 and covers the third quarter of 2019.

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**The number of complaints received by the Office of the Tenant Advocate (“OTA”) and a description of such complaints.**

- This quarter, the OTA received 523 inquiries, 28 of which were referred to the Office of the Building Marshal (“OBM”) at the Department of Buildings. This total does not include complaints filed through NYC 311 related to construction as harassment, which are routed directly to OBM. OBM received an additional 137 complaints directly from NYC 311 related to construction as harassment during this reporting period.
- Inquiries received by the OTA primarily include:
  - Inquiries pertaining to general maintenance and essential services requirements;
  - Work Without a Permit complaints;
  - Failure to comply with a Tenant Protection Plan complaints;
  - Failure to post a Tenant Protection Plan Notice or Safe Construction Bill of Rights complaints; and
  - Inquiries pertaining to Department processes (e.g. how to post or deliver tenant protection plans);

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## The average time taken to respond to complaints.

- The average response time from the date on which an inquiry was received by the OTA to the date on which it was responded to was **1.5 days**.
- Where an inquiry requires an inspection, the Office of the Buildings Marshal is currently performing such inspection within **1.03 days** of the date of referral.

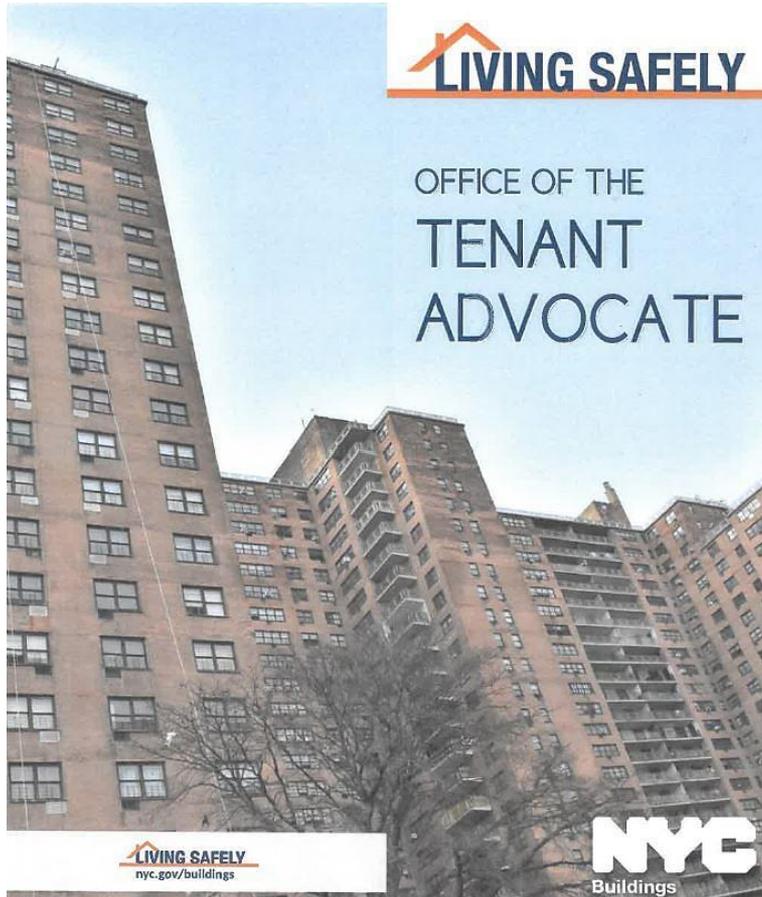
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## A description of efforts made to communicate with tenants.

- The OTA interacts with members of the public, including tenants, on a regular basis. The OTA's contact information is listed on the Department's website, which allows the public to contact the OTA directly. The OTA can be contacted at: (212) 393-2949 or [tenantadvocate@buildings.nyc.gov](mailto:tenantadvocate@buildings.nyc.gov).
- The OTA also serves as a resource to property owners, community based organizations, city, state and federal elected officials, and government agencies.
- This quarter, the OTA worked with Department staff to perform social media outreach and to distribute OTA brochures to tenants.

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Tenants experiencing construction-related [#tenantharassment](#) are encouraged to contact DOB's Office of the Tenant Advocate for assistance at (212) 393-2949. Info about the OTA and resources for tenants is available on our website: [www1.nyc.gov/site/buildings...](http://www1.nyc.gov/site/buildings...)

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Construction-based tenant harassment is illegal and unacceptable. If you think you are the victim of tenant harassment, report it right away to [@nyc311](#) and reach out to DOB's Office of The Tenant Advocate. [www1.nyc.gov/site/buildings...](http://www1.nyc.gov/site/buildings...)



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**The number of recommendations made to the Commissioner to issue a stop work order for a site that is not complying with a tenant protection plan and the number of such recommendations followed by the Commissioner.**

**This quarter, 17 OBM inspections stemming from tenant harassment complaints resulted in a Stop Work Order. Additionally 45 OBM inspections resulted in a Stop Work Order for failure to comply with the Tenant Protection Plan. Finally, as a result of proactive inspections, 37 Stop Work Orders were issued to contractors who are listed on the Department Of Buildings' published watch list for contractors found to have performed work without a required permit in the preceding two years.**



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