



# OFFICE OF THE TENANT ADVOCATE QUARTERLY REPORT December 2018

build safe | live safe

**NYC**<sup>TM</sup>  
Buildings

# BACKGROUND

---

This quarterly report has been prepared pursuant to **Local Law 161 of 2017** and covers the third and fourth quarters of 2018.

# OFFICE OF THE TENANT ADVOCATE

---

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

- Since the establishment of the OTA in June 2018, the OTA has received **240 inquiries**. This does not include complaints filed through 311 related to construction as harassment, which are routed directly to the Department of Buildings (Department) Office of the Buildings Marshal (OBM).

# OFFICE OF THE TENANT ADVOCATE

---

## ***Number and description of complaints received by OTA continued:***

- Such inquiries primarily include:
  - Inquiries pertaining to Department processes (e.g. how to post/deliver tenant protection plans);
  - Inquiries pertaining to general maintenance requirements/failure to maintain;
  - Work Without a Permit complaints;
  - Failure to comply with a Tenant Protection Plan complaints; and
  - Failure to post a Tenant Protection Plan Notice or Safe Construction Bill of Rights complaints.

# OFFICE OF THE TENANT ADVOCATE

---

## 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 **5.28 days**.
- The average time to respond for an inquiry that required an inspection was **5.88 days**. OBM receives referrals from the OTA and performs these inspections.
- The average time for OBM to perform these inspections was **1.74 days**.

# OFFICE OF THE TENANT ADVOCATE

---

## Description of efforts made to communicate with tenants:

- The OTA interacts with members of the public on a daily basis. The OTA's contact information is listed on the Department's website. 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.
- The OTA is broadening its outreach and will have more to share in subsequent reports.

# OFFICE OF THE TENANT ADVOCATE

---

**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:**

- Since June 2018, **11 inspections** triaged through the OTA resulted in a Stop Work Order being issued. These Stop Work Orders were issued for violations ranging from Work Without a Permit to non-compliance with the applicable Tenant Protection Plan.



build safe | live safe

**NYC**  
Buildings