

Note: New York City businesses must comply with all relevant federal, state, and City laws and rules. All laws and rules of the City of New York, including the Consumer Protection Law and Rules, are available through the Public Access Portal, which businesses can access by visiting www.nyc.gov/consumers. For convenience, sections of the New York City Licensing Law (and Rules, if enacted) are included as a handout in this packet. The Law (and Rules) are current as of January 2009.

Please note that businesses are responsible for knowing and complying with the most current laws, including any City Council amendments. The Department of Consumer Affairs (DCA) is not responsible for errors or omissions in the handout provided in this packet. The information is not legal advice. You can only obtain legal advice from a lawyer.

NEW YORK CITY ADMINISTRATIVE CODE
TITLE 20: CONSUMER AFFAIRS
CHAPTER 2: LICENSES
SUBCHAPTER 14: LAUNDRIES

§ 20-291 Definition. Whenever used in this subchapter the word "laundry" shall mean and include:

1. Any place, which is used for the purpose of washing, drying, starching or ironing, for the general public, wearing apparel, household linens, or other washable fabrics, or a place used or maintained for the storage, collection or delivery of such articles for such service, or
2. Any place maintained by a person dealing in a laundry service either as an independent contractor or jobber, or any private laundry maintained or operated in connection with any hotel, restaurant or public institution, whether for the tenants, customers or inmates of the same or otherwise, except a hospital or charitable institution where no charge is made for laundry services.
3. Any place, whether self-service or otherwise maintained for the general public for the purpose of washing clothing apparel, or other fabrics, whether by automatic or coin operated laundry machinery.

§ 20-292 License required. It shall be unlawful for any person to establish, maintain, or operate a laundry without a license therefor.

§ 20-293 Application; special requirements. a. The application for a license or for any renewal thereof to conduct a laundry shall be in writing and shall state the specific location where laundry work is processed and the maximum number of persons to be employed therein. The commissioner, before issuing any such license, shall cause an investigation to be made of the premises named and described in such application, for the purpose of determining whether the provisions of the health code, building code, safety and health standards promulgated

pursuant to section twenty-seven of the labor law, state minimum wage law, local laws, regulations of municipal agencies and other requirements of this subchapter are fully complied with.

b. If the commissioner shall be satisfied that the proposed laundry and the premises wherein it is located conform to the provisions of this subchapter and other laws relating thereto, he or she shall issue or cause to be issued a license authorizing such applicant to establish, maintain, conduct or operate a laundry at the place designated in such application for and during the period of such license.

§ 20-294 Fee; bond. a. Prior to the issuance of a laundry license, each applicant therefor shall pay a biennial fee and furnish a bond to the commissioner in such amounts as are indicated in the following schedule, depending on the number of persons employed by such applicant:

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Number of employees	Biennial License fee	Amount of bonds
Five or fewer.....	\$ 340.00	\$500.00
Between six and ten.....	490.00	500.00
Between eleven and twenty-five.....	740.00	500.00
Between twenty-six and fifty.....	1240.00	1,500.00
Between fifty-one and seventy-five.....	1740.00	2,500.00
Between seventy-six and one hundred.....	1990.00	3,000.00
Between one hundred one and one hundred twenty-five.	2240.00	3,000.00
One hundred twenty-six or more.....	2740.00	5,000.00

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b. Any person dealing in laundry services as an independent contractor, jobber or as an agent-driver, shall be required to pay a biennial fee of three hundred forty dollars and furnish a bond of five hundred dollars.

c. Such bonds shall be executed with two or more sureties, or a duly authorized surety company approved by the commissioner, shall be payable to the people of the city, and shall be conditioned for compliance with the provisions of this subchapter, and upon the further condition that the licensee will pay to the city any fine, penalty or other obligation within thirty days of its imposition, or any final judgment recovered by any person dealing or trading with such licensee for the loss or conversion of a laundry bundle or any part thereof, within thirty days

from the entry and filing of such judgment.

§ 20-295 Transferability. Each such license shall not be transferable from person to person or from the location for which it is originally issued.

§ 20-296 General provisions. a. Each licensee shall keep inscribed on all vehicles conveying laundry in letters not less than two inches in height, his or her name and address, and the license number assigned to him or her by the commissioner.

b. Bills, tickets, cards, advertising or stationery issued or distributed by any licensee shall contain his or her name and address, and the license number assigned by the commissioner.

c. Charges to laundry consumers shall state indelibly, accurately and clearly the name and address of the consumer, and computation of the laundry charge.

d. Licensees classified as independent contractors or jobbers, before changing or transferring from one processing laundry to another, shall notify the commissioner of such change in writing.

e. Each licensee shall notify the commissioner promptly of any proposed sale, assignment or change in ownership of the premises affected hereunder.

f. All coin operated and customer-activated laundries shall be required to have on the premises an attendant from 8:00 P.M. until closing or 6 A.M. the following day, whichever is earlier.

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RULES OF THE CITY OF NEW YORK
TITLE 6: DEPARTMENT OF CONSUMER AFFAIRS
CHAPTER 2: LICENSES
SUBCHAPTER N: LAUNDRIES

§2-131 General Requirements.

(a) Applicants for laundry licenses must furnish information as to previous business or occupation for at least five years prior to filing application; the address at which such occupation or business was conducted during the said period; also the names and addresses of former employers if not in business for himself during the said period.

(b) Applications for laundry licenses must be accompanied by architect's floor plan, approved by the Department of Buildings, showing floor space to be occupied, together with a copy of the lease or a certificate from the landlord of the premises to be occupied, which must be verified by a certificate of occupancy from the Department of Buildings.

In determining the number of persons employed in any laundry for any purpose, all persons employed in connection with any activity of business, including members of the licensee's family, all officers of a corporation and all partners of a copartnership, shall be counted as employees.

(c) No person shall be permitted to occupy as lodgings or eat or cook in, any portion of the premises in which the licensed business is conducted unless the portion of the premises occupied for lodgings or for eating or cooking is entirely and permanently shut off by solid wall from the portion in which any laundering process is carried on. This to be verified by an inspector who will submit a plan with his report showing all adjacent apartments or dwellings occupied as lodgings or used for cooking and eating.

(d) The provisions of §20-296 of the Administrative Code, pertaining to the inscribing of the name, address and license number on vehicles, shall also apply to any handcart, or pushcart used by licensees.

(e) No licensed laundry shall transact any business for laundry service with any unlicensed independent contractor or jobber (agent).

(f) Each licensed laundry shall immediately notify the commissioner in writing upon entering into any business relationship with an independent contractor or jobber (agent) giving such contractor's or jobber's name and address in each instance, and shall also immediately notify him in writing upon terminating any business relationship with such a person, giving, if known, the name and address of the laundry to which he has

transferred his work. This information is also to be furnished by original applicants for licenses at the time of filing for such original license.

(g) All disputes, claims or complaints between laundries and independent contractors or jobbers (agents) must be filed with the commissioner within three weeks after the termination of their business relationship in order to receive consideration from the department.

(h) No licensee shall use a trade name unless such trade name shall have been registered with the County Clerk and a certificate of such County Clerk showing such registration shall be filed with the commissioner. Where the applicant or licensee is a corporation, the certificate of incorporation must be exhibited to the commissioner, together with a list of its officers, directors, and stockholders.

(i) Except for those trade names now in use, licensee shall not use in connection with his business any trade name which is in any way similar to the trade name of any other licensed laundry or independent contractor or jobber (agent), or which is likely to be confused with, or mistaken for, the name of any other licensed laundry or independent contractor or jobber (agent).

(j) No independent contractor or jobber (agent) may use lists, bills or tags on laundry bundles or packages which do not bear his or its own name, trade name, address and license number, and also the name, trade name, address and license number of the laundry at which the work is actually done. Except for the foregoing no independent contractor or jobber (agent) shall use any name on his or its lists, bills, tags, vehicles, cards, advertising or stationery except his own.

Laundries processing for independent contractors or jobbers (agents) shall see to it that such independent contractors or jobbers (agents) obey this rule and shall be equally liable with them for any violation. No laundry shall receive articles to be laundered from any independent contractor or jobber (agent) unless the vehicle in which such articles are transported to or from said laundry has inscribed upon it the name and address and license number of the independent contractor or jobber (agent), and his trade name, if any. No bundle or finished laundry work shall be delivered to the owner thereof without having attached to it a tag bearing the name and address of the owner of the contents of the bundle or package and indelibly stamped or perforated thereon the itemized charge for the work.

All licensees, as well as applicants for licenses, shall submit to the Department a detailed and comprehensive statement showing the system used, or to be used, by them in connection with the routing of all laundry work from the time of its pickup from the owner and its return to him, and of the personnel connected with the handling of such laundry work.

(k) Materials to be laundered shall not be transported either for collection or delivery in pleasure vehicles.

(l) A copartnership applicant for a license shall file with its application a copy of the copartnership agreement, and in the event of any alteration of such agreement after the filing of the application or the obtaining of a license, shall immediately file with the department a copy of such amended agreement.

(m) All licensees performing, selling or offering for sale laundry service on the basis of weight shall have legal scales of type and design approved by the department and properly tested and sealed by such department. Scales now in use must be so tested

and the Department certificate exhibited to the Department at the time of filing application, and if not in the possession of scales at the time of application, to give type and make and source where scales will be secured, and such scales to be subject to the Department's approval.

(n) Every licensee shall immediately notify the commissioner in writing of any proposed sale, assignment of any proposed change in ownership of his licensed business or of the premises affected thereby.

(o) Laundry licenses will not be granted until the applicants shall have presented a certificate of compliance or a temporary certificate of compliance with the laundry code of the State Department of Labor; a certificate of compliance from the Department of Housing and Buildings, showing ventilating flues, chimneys, facilities for steam exhausts and heating, and their effect on other apartments or dwellings adjoining.

(p) On all applications for Laundry licenses inspection will also be made by the Department of Health in the course of which inspection consideration be given to the effect of the laundry in the neighborhood, or in an apartment its effect on other apartments in the building.

(q) On all applications for laundry licenses investigation will be made by an inspector of the department with a view to ascertaining whether or not the establishment of such a business might be objectionable to other occupants or tenants of the building in which it is proposed to locate, or occupant or owners of adjoining buildings within a reasonable distance of the premises sought to be licensed.

(r) No site for a laundry shall be approved when in the sound discretion of the commissioner of Consumer Affairs the conduct or maintenance of a laundry would be detrimental to the health of those living or employed in the immediate vicinity thereof or which would or might tend to create a nuisance.

(s) (1) All advertising shall be deemed misleading when some material fact connected with the service offered is rendered obscure because of the smallness or style of type in which such advertisement, statement or information appears, or because of insufficient background contrast, obscuring designs or crowding with other written, printed or graphic matter.

(2) Where a minimum weight for a particular laundry service is required, and a specified charge is demanded for each pound beyond such minimum, the charge for said minimum weight should first be clearly indicated. The price per pound in excess of such required minimum weight, and any and all qualifying words or phrases must be clear, conspicuous and legible, and must be at least 1/2 as large as the principal figure describing the charge for the required minimum weight. In all cases, however, the statement for weight, price or qualifications thereof must be legible, distinct and in such terms and language as to render it clearly and distinctly understood by the average consumer.

(3) Advertising copy must refer only to the items illustrated or listed, and must not be phrased nor so placed as to mislead the customer.

(4) The exact nature of a particular service must be clearly stated, and where more than one service is offered, at different prices, the nature of each service and the distinction between such services must be fully and clearly explained.

(5) Advertisements must not be so phrased as to give the impression that the prices of the particular services listed include other services when such is not the fact.

(6) Whenever signs read money is offered to be refunded, the circumstances in connection with such refund must be set forth clearly and in detail. "Money Back Guaranteed;" or phrases of similar doubtful meaning must not be used without a clear supplementary statement as to the conditions upon which said refund is dependent.

(7) The term "free" shall not be used to describe any particular services if a charge is made for any other service to be performed at the same time.

(8) The phrase "free trial offer" or words of similar import shall mean that in accepting such offer the customer is under no obligation to pay for any service in connection with it.

(9) The phrase "Half Price" or phrases of similar meaning shall be used only in connection with the particular services specified and must not be used to convey the impression that all services rendered by that laundry are at half or reduced price. Such alleged reduced price must also be based on the true price of such service or services charged by the laundry at a time immediately prior to the date of the new advertisement, and the former price must have been charged for a reasonable period of time prior to such date.

(t) The premises of a licensed laundry must be adequately attended during the operation thereof. However, the automatic or coin-operated laundries are excepted from this requirement during the hours between 6 A.M. and 6 P.M.

(u) The licensee of an automatic or coin-operated laundry is required to refund to the laundry patron any money lost by the patron by reason of defective or inoperable machines on the premises. When a machine on the premises is defective or inoperable, the licensee shall place a sign on said machine indicating that the machine is out of order.

(v) The licensee of an automatic or coin-operated laundry, which is unattended between the hours of 6 A.M. and 6 P.M., shall conspicuously display on the wall of the licensed premises, a clear and readable sign composed of letters and numerals of uniform size, at least two inches in height, spaced at least three-quarters of an inch apart, setting forth the following:

(1) A statement that "all complaints and claims for refunds can be made to _____." (insert the name, address and telephone number of the person or persons to whom all complaints and claims for refunds are to be made).

(2) The name, address and license number of the licensee.

(3) If the licensee is a corporation, the name, address and telephone number of the authorized officer of the corporation or other person designated by the corporation, to whom complaints and claims for refunds may be made.

(4) If the licensee is an individual or partnership, the name, address and telephone number of the individual or the partner, or other person designated by the licensee, to whom complaints or claims for refunds may be made.

(5) If the licensed premises are in an area where a substantial part of the population write, read or speak Spanish, the information required on the displayed sign shall be in both Spanish and English.

(w) The licensee of an automatic or coin-operated laundry which is unattended between the hours of 6 A.M. and 6 P.M., shall file with the commissioner, name, address and telephone number of the person or persons designated on the sign in the

licensed premises to whom all complaints or claims for refunds are to be made, as required under the provisions of §2-131(v) herein.