DCA CAN ANSWER YOUR QUESTIONS AND RESPOND TO YOUR COMPLAINTS ABOUT THE FOLLOWING INDUSTRIES AND ISSUES. Please visit nyc.gov/dca or call 311.

This document is designed to help consumers. For worker resources, visit nyc.gov/dca and click “Workers.”

ADVERTISING, DECEPTIVE OR FALSE
AIR CONDITIONING RUNNING WHILE STORE DOOR OPEN
AIRPORT SCALES
AMUSEMENT RIDES
(Temporary and permanent)
ANIMALS*
ONLY purchase problems, products containing endangered species
APPLIANCE REPAIRS**
ARCADES
AUCTION HOUSES**
AUCTIONEERS
AUTOMOBILES, NEW*
ONLY if involves trade-in vehicle
AUTOMOBILES, RENTAL OR LEASE*
ONLY contract disputes
AUTOMOBILES, USED
BARBERS/BEAUTICIANS*
ONLY price posting, gender pricing
BICYCLE PARKING*
BILLARD ROOMS
BILLING DISPUTES
BINGO
BOOTING**
(Vehicles in private parking facilities towed at owner’s expense)
BOTTLE BILL/BOTTLE RETURNS*
ONLY posting of bottle bill sign
BUDGET & CREDIT COUNSELING

CABARETS*
NOT noise complaints
CAR WASHES
CANCELLATION, CONTRACTS
CANCELLATION, FUTURE SERVICE
CATERING
CELL PHONES
CIGARETTE RETAIL DEALER LICENSE
CIGARETTE SALES TO MINORS
COMPUTER BENEFITS
CONSIGNMENT
CONTRACT DISPUTES
CREDIT CARDS*
ONLY department store credit cards and limitation on use of credit cards
CREDIT COUNSELING

DATING SERVICES
DEBT COLLECTION*
ONLY if consumer resides/resided within NYC at the time of collection; business can be located anywhere
DEBT COUNSELING, SETTLEMENTS
DEBT SETTLEMENT COMPANIES
DECEPTIVE TRADE PRACTICES
DEFECTIVE/ DAMAGED MERCHANDISE
DEVICES FOR THE DISABLED**
DISTRESSED PROPERTY CONSULTANTS
DRY CLEANERS

EITC (Earned Income Tax Credit)
ELECTRONIC CIGARETTE SALES
(Require license starting 8/23/2018)
ELECTRONIC SERVICE/REPAIR DEALERS**

ELECTRONICS STORES
EMPLOYMENT AGENCIES
EYEGlasses**
ONLY contract disputes
FAIR RIDES
FINANCIAL COUNSELING
FINANCIAL EDUCATION
FITNESS CLUBS*
ONLY contracts
FLORISTS
FOOD*
ONLY pricing, weight
FREE TAX FILING OPTIONS
FREELANCE WORK
(Resources, information, and non-payment disputes)
FUEL OIL COMPANIES*
ONLY truck inspections, contract disputes
FURNITURE
GAMES OF CHANCE
GAMING CAFÉS
GARAGES & PARKING LOTS
GASOLINE*
ONLY billing disputes, adulteration
GENDER PRICING
GENERAL VENDOR*
ONLY license issues
GRATUITIES, MANDATORY
GUIDES, SIGHTSEEING
GYMS*
ONLY contracts
HOME IMPROVEMENT CONTRACTORS**
HORSE DRAWN CABS
HOTELS*
ONLY contract disputes
IMMIGRATION SERVICE PROVIDERS
INTERNET*
ONLY if business located within NYC
JEWELRY

LAUNDROMATS*
NOT cold water issues
LAUNDRY SERVICES
LAYAWAY
LOCKSMITHS**

MAGAZINE SUBSCRIPTIONS
MAIL ORDERS*
ONLY if business located within NYC
MEDICAL SUPPLIES*
ONLY defective/damaged goods
MAIL SALONS*
ONLY price posting, gender pricing
NEWSSTANDS
NYC CTC
(Non-food)
NEWspaper ACCOUNT
PAID CARE
(Child care, home health care, and

* Denotes an industry in which DCA handles only the issues specified. Other issues related to these industries should be referred to 311.

** Denotes an industry in which DCA can only assist if the transaction or the work performed or contracted takes place within NYC. However, the business address can be outside of NYC.

SEE BACK FOR LIST OF ISSUES DCA DOES NOT HANDLE.
DCA RECEIVES MANY CALLS ABOUT THE FOLLOWING INDUSTRIES AND ISSUES BUT IS NOT THE
APPROPRIATE AGENCY TO ADDRESS THESE QUESTIONS OR COMPLAINTS. Please call 311 or visit
nyc.gov/311 to contact the appropriate resource.

ABANDONED OR UNSAFE BUILDINGS  FARMERS MARKETS  PLUMBERS
ABANDONED PROPERTY  FINANCIAL ADVISORS  POISON CONTROL
ACCESS-A-RIDE  FOOD CO-OPS  POLLUTION
ACCOUNTANTS  FOOD STAMPS  POSTAL SERVICE
AIDS SERVICES  FOOD VENDOR  POTHOLES
AIR FREIGHT  GARBAGE DISPOSAL  PRODUCT INFORMATION
AIRCRAFT NOISE  GARNISHMENT OF WAGES  PRODUCT SAFETY
AIRLINES  GAS, NATURAL  PUBLIC SERVICE COMMISSION
AMBULANCES  GREENMARKETS  PYRAMID SCHEMES
APARTMENT REFERRAL SERVICES  HALAAL FOODS  QUALITY OF LIFE
ARCHITECTS  HEALTH SPAS  REAL ESTATE – BROKERS
ASBESTOS  HEARING AIDS  RECYCLING
ATTORNEYS  HEAT  REDUCED SUBWAY FARE
AUTO MECHANICS/REPAIR SHOPS  HIGHWAYS  RENT
BAIL BOND  HOMELESS  SCHOOLS
BANKRUPTCY  HOSPITALS  SECURITY ALARM INSTALLERS
BANKS  HOUSING  SENIOR CITIZENS
BED BUGS  HYDRANTS  SEWERS
BIRTH CERTIFICATES  IMMIGRATION & NATURALIZATION  SHIPMENTS
BLOCK PARTY PERMITS  INSURANCE COMPANIES  SHORT-HAND REPORTING
BOATS  INVESTIGATOR, PRIVATE  SNOW, ICE
BUILDING – NEW HOME  INVESTIGATOR, PRIVATE  SOCIAL SECURITY
BUSES  KOSHER FOODS  SOCIAL WORKERS
BUSINESS ADVICE  LABORATORIES  STOCK BROKERS
BUSINESS NAMES, OBTAIN  LAMPPOSTS  STREETS
CABLE  LAND SALES  SUBWAYS
CABS (Medallion)  LAWYERS  SUMMER CAMPS
CAMPS  LEAD POISONING  SURVEYORS
CEMETERIES  LIQUOR LICENSES  TAXES
CHAIN LETTERS  LOAN COMPANIES  (ID, IRS questions)
CHARITIES  LOTTERY  TAXES
CHECK CASHING  LABORATORIES  TELEPHONE
CHEMICALS  LAMPPOSTS  (Service, repairs)
CHILD CARE  LAND SALES  THEATERS
CHIROPRACTORS  LAWYERS  THRIFT SHOPS
COMMERCIAL REFUSE  LEAD POISONING  TOYS, UNSAFE
COMMODOITIES DEALERS  LIQUOR LICENSES  (Except toy guns)
CON EDISON  MONEY EXCHANGERS  TRADEMARKS
CONDOMINIUMS  MOVING COMPANIES  TRADE WASTE
CONSULTING FIRMS  MORTGAGES  TRADING STAMPS
CONTESTS  MOVING COMPANIES  TRAFFIC LIGHTS
CO-OPS  NEW HOME CONSTRUCTION  TRAVEL
COPYRIGHTS  NOISE POLLUTION  TREE REMOVAL
COSMETICS  NOTARIES  UTILITIES
COUNTERFEIT ITEMS  NURSES  VETERANS’ AFFAIRS
CRIME VICTIMS’ ASSISTANCE  NURSES’ REGISTRIES  VETERINARIANS
DANCE STUDIOS  NURSING HOMES  VOLUNTEER RECRUITMENT
DAY CARE  ODORS  VOTING
DEATH CERTIFICATE  OFF-TRACK BETTING  WATER
DEPARTMENT  OPTICIANS  WESTERN UNION
DENTISTS  OPTICIANS  WINDOW GUARDS
DOCTORS  PAPER MACHES  YOUTH LINE
DOG WALKERS  PARKING METERS  ZONING
DRIVER’S LICENSE (NYS)  PARKING VIOLATIONS
DRIVING SCHOOLS  PASTOR CONTROL
DRUGS  PASSPORTS
DUMPING (illegal)  PHONE SOLICITATIONS
DUMPERST CONTAINERS  PHYSICAL THERAPISTS
EDUCATION  PLUMBERS
ELECTRICIANS  POISON CONTROL
ELECTRICITY
ELEVATORS
ENGINEERS
EXPORTING GOODS
EXTERMINATORS

SEE FRONT FOR LIST OF ISSUES DCA DOES HANDLE.