

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	ELECTRONICS STORES	domestic work)
AIR CONDITIONING RUNNING WHILE STORE DOOR OPEN	EMPLOYMENT AGENCIES	PAID SICK LEAVE
AIRPORT SCALES	EYEGLASSES*	PARKING LOT & GARAGES
AMUSEMENT RIDES	ONLY contract disputes	(Vehicle and bicycle)
(Temporary and permanent)		PAWNBROKERS
ANIMALS*	FAIR RIDES	PEDICABS
ONLY purchase problems, products containing endangered species	FINANCIAL COUNSELING	PET SHOPS*
APPLIANCE REPAIRS**	FINANCIAL EDUCATION	ONLY purchase of pets
ARCADES	FITNESS CLUBS*	PHARMACIES*
AUCTION HOUSES**	ONLY contracts	ONLY generic drug price posting and language access signage
AUCTIONEERS	FLORISTS	PHOTO STUDIOS
AUTOMOBILES, NEW*	FOOD*	PINBALL MACHINES
ONLY if involves trade-in vehicle	ONLY pricing, weight	PREGNANCY SERVICES CENTERS
AUTOMOBILES, RENTAL OR LEASE*	FREE TAX FILING OPTIONS	(ONLY required disclosures)
ONLY contract disputes	FREELANCE WORK	PRICING DISPARITIES
AUTOMOBILES, USED	(Resources, information, and non-payment disputes)	PROCESS SERVERS**
	FUEL OIL COMPANIES*	PRODUCTS FOR THE DISABLED**
	ONLY truck inspections, contract disputes	
BARBERS/BEAUTICIANS*	FUNERAL HOMES*	REFUND POLICIES
ONLY price posting, gender pricing	ONLY pricing, contract disputes	RETAIL STORES
BICYCLE PARKING*	FURNITURE	
ONLY in parking garages/lots		SALES TAX*
BILLIARD ROOMS	GAMES OF CHANCE	ONLY improper/incorrect/failure to charge
BILLING DISPUTES	GAMING CAFÉS	SALES TO MINORS
BINGO	GARAGES & PARKING LOTS	(Lasers, box cutters, spray paint, etching acid, tobacco, electronic cigarettes, liquid nicotine)
BOOTING**	GASOLINE*	SCALES**
(Vehicles in private parking facilities towed at owner's expense)	ONLY billing disputes, adulteration	SCAMS
BOTTLE BILL/BOTTLE RETURNS*	GENDER PRICING	(Not lottery)
ONLY posting of bottle bill sign	GENERAL VENDOR*	SECONDHAND AUTO DEALERS
BUDGET & CREDIT COUNSELING	ONLY license issues	SECONDHAND DEALERS
	GRATUITIES, MANDATORY	SIDEWALK CAFÉS
	GUIDES, SIGHTSEEING	SIDEWALK STANDS
CABARETS*	GYMS*	SIGHTSEEING**
NOT noise complaints	ONLY contracts	(Buses, Guides)
CAR WASHES	HOME IMPROVEMENT CONTRACTORS**	SPECIAL SALES
CANCELLATION, CONTRACTS	HORSE DRAWN CABS	(Fire, Smoke, or Water Damage; Going Out of Business; Liquidation; Loss of Lease; Renovation)
CANCELLATION, FUTURE SERVICE	HOTELS*	STOOP LINE STANDS
CATERING	ONLY contract disputes	STORAGE WAREHOUSES
CELL PHONES		(Not self-storage)
CIGARETTE RETAIL DEALER LICENSE	IMMIGRATION SERVICE PROVIDERS	STREET FAIR PERMITS
CIGARETTE SALES TO MINORS	INTERNET*	STREET VENDORS
COMMUTER BENEFITS	ONLY if business located within NYC	(Non-food)
CONSIGNMENT	JEWELRY	SUPERMARKETS
CONTRACT DISPUTES		TALENT AGENCIES
CREDIT CARDS*	LAUNDROMATS*	TAX PREPARERS
ONLY department store credit cards and limitation on use of credit cards	NOT cold water issues	TELEVISION REPAIRS
CREDIT COUNSELING	LAUNDRY SERVICES	TENANT SCREENING REPORTS
	LAYAWAY	TICKET SELLERS
DATING SERVICES	LOCKSMITHS**	(ONLY street sales)
DEBT COLLECTION*		TOBACCO PRODUCT SALES, ALL
ONLY if consumer resides/resided within NYC at the time of collection; business can be located anywhere	MAGAZINE SUBSCRIPTIONS	(Require license starting 2/24/2018)
DEBT COUNSELING, SETTLEMENTS	MAIL ORDERS*	TOWING
DEBT SETTLEMENT COMPANIES	ONLY if business located within NYC	TOY GUNS
DECEPTIVE TRADE PRACTICES	MEDICAL SUPPLIES*	TRAVEL AGENCIES
DEFECTIVE/ DAMAGED MERCHANDISE	ONLY defective/damaged goods	
DEVICES FOR THE DISABLED**		UPHOLSTERY
DISTRESSED PROPERTY CONSULTANTS	NAIL SALONS*	USED CAR DEALERS
DRY CLEANERS	ONLY price posting, gender pricing	
	NEWSSTANDS	VOLUNTEER INCOME TAX ASSISTANCE
	NYC CCTC	(VITA) SITES
	(New York City Child Care Tax Credit)	
EITC	NYC SafeStart ACCOUNT	WARRANTIES
(Earned Income Tax Credit)		WORKPLACE RIGHTS AND RESOURCES
ELECTRONIC CIGARETTE SALES	PAID CARE	
(Require license starting 8/23/2018)	(Child care, home health care, and	
ELECTRONIC SERVICE/REPAIR DEALERS**		

* 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.

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
 ABANDONED PROPERTY
 ACCESS-A-RIDE
 ACCOUNTANTS
 AIDS SERVICES
 AIR FREIGHT
 AIRCRAFT NOISE
 AIRLINES
 AMBULANCES
 APARTMENT REFERRAL SERVICES
 ARCHITECTS
 ASBESTOS
 ATTORNEYS
 AUTO MECHANICS/REPAIR SHOPS

 BAIL BOND
 BANKRUPTCY
 BANKS
 BED BUGS
 BIRTH CERTIFICATES
 BLOCK PARTY PERMITS
 BOATS
 BUILDING – NEW HOME
 BUSES
 BUSINESS ADVICE
 BUSINESS NAMES, OBTAIN

 CABLE
 CABS (Medallion)
 CAMPS
 CEMETERIES
 CHAIN LETTERS
 CHARITIES
 CHECK CASHING
 CHEMICALS
 CHILD CARE
 CHIROPRACTORS
 COMMERCIAL REFUSE
 COMMODITIES DEALERS
 CON EDISON
 CONDOMINIUMS
 CONSULTING FIRMS
 CONTESTS
 CO-OPS
 COPYRIGHTS
 COSMETICS
 COUNTERFEIT ITEMS
 CRIME VICTIMS' ASSISTANCE

 DANCE STUDIOS
 DAY CARE
 DEATH CERTIFICATE
 DENTISTS
 DOCTORS
 DOG WALKERS
 DRIVER'S LICENSE (NYS)
 DRIVING SCHOOLS
 DRUGS
 DUMPING (Illegal)
 DUMPSTER CONTAINERS

 EDUCATION
 ELECTRICIANS
 ELECTRICITY
 ELEVATORS
 ENGINEERS
 EXPORTING GOODS
 EXTERMINATORS

FARMERS MARKETS
 FINANCIAL ADVISORS
 FOOD CO-OPS
 FOOD STAMPS
 FOOD VENDOR

 GARBAGE DISPOSAL
 GARNISHMENT OF WAGES
 GAS, NATURAL
 GREENMARKETS

 HALAAL FOODS
 HEALTH SPAS
 HEARING AIDS
 HEAT
 HIGHWAYS
 HOMELESS
 HOSPITALS
 HOUSING
 HUNTING LICENSES
 HYDRANTS

 IMMIGRATION & NATURALIZATION
 INSURANCE COMPANIES
 INVESTIGATOR, PRIVATE

 KOSHER FOODS

 LABORATORIES
 LAMPPOSTS
 LAND SALES
 LAWYERS
 LEAD POISONING
 LIQUOR LICENSES
 LOAN COMPANIES
 LOTTERY

 MAIL
 MARRIAGE LICENSES
 MARSHALS, CITY
 MASS TRANSIT
 MASSAGE
 MENTAL HEALTH
 MONEY EXCHANGERS
 MORTGAGES
 MOVING COMPANIES

 NEW HOME CONSTRUCTION
 NOISE POLLUTION
 NOTARIES
 NURSES
 NURSES' REGISTRIES
 NURSING HOMES

 ODORS
 OFF-TRACK BETTING
 OPTICIANS

 PARKING METERS
 PARKING VIOLATIONS
 PARKS
 PASSPORTS
 PATENTS, TRADEMARKS
 PEST CONTROL
 PESTICIDES
 PET GROOMERS/SHOPS
 PHARMACISTS
 PHONE SOLICITATIONS
 PHYSICAL THERAPISTS

PLUMBERS
 POISON CONTROL
 POLLUTION
 POSTAL SERVICE
 POTHOLES
 PRODUCT INFORMATION
 PRODUCT SAFETY
 PUBLIC SERVICE COMMISSION
 PYRAMID SCHEMES

 QUALITY OF LIFE

 REAL ESTATE – BROKERS
 RECYCLING
 REDUCED SUBWAY FARE
 RENT

 SCHOOLS
 SECURITY ALARM INSTALLERS
 SENIOR CITIZENS
 SEWERS
 SHIPPING
 SHORT-HAND REPORTING
 SNOW, ICE
 SOCIAL SECURITY
 SOCIAL WORKERS
 STOCK BROKERS
 STREETS
 SUBWAYS
 SUMMER CAMPS
 SURVEYORS

 TAXES
 (ID, IRS questions)
 TAXIS
 TELEPHONE
 (Service, repairs)
 THEATERS
 THRIFT SHOPS
 TOYS, UNSAFE
 (Except toy guns)
 TRADEMARKS
 TRADE WASTE
 TRADING STAMPS
 TRAFFIC LIGHTS
 TRAINS
 TRAVEL
 TREE REMOVAL

 UTILITIES

 VETERANS' AFFAIRS
 VETERINARIANS
 VOLUNTEER RECRUITMENT
 VOTING

 WATER
 WESTERN UNION
 WINDOW GUARDS

 YOUTH LINE

 ZONING