

# NIGHTTIME HEAT REQUIREMENTS CHANGE EFFECTIVE OCTOBER 1, 2017

## HEAT COMPLAINTS AND VIOLATIONS

Effective October 2017  
**COLD WEATHER HEAT REQUIREMENTS**  
October 1st-May 31st

**NYC**  
Department of  
Housing Preservation  
& Development

**DAY**  
6 a.m. - 10 p.m.  
At least **68°F** inside

**NIGHT**  
10 p.m. - 6 a.m.  
At least **62°F** inside

Below **55°F** outside

No outside temperature requirement

Tenants without heat should file a complaint through the **NYC311 Mobile App**, calling **311 (TTY 212-504-4115)**, or online at **nyc.gov/311**

For more information, visit **nyc.gov/hpd**

### Complaint Notifications

If a tenant files a 311 complaint related to heat or hot water, HPD attempts to notify the validly registered building owner or managing agent to advise the heat and hot water should be restored immediately. HPD does not advise the owner or agent about an inspection date.

HPD may attempt to contact the tenant to confirm if heat or hot water has been restored. If heat or hot water has not been restored, an HPD inspector will be sent to conduct an inspection.

### Inspections and Violations

If there have been multiple complaints from the same building HPD may only attempt to access one of the apartments to confirm that there is no heat or hot water. Heat must be required at the time of the inspection for an inspector to issue a violation – it must be below 55 degrees outside during the day to require heat. There is no outdoor temperature requirement between 10 p.m. and 6 a.m.

### Emergency Repair

If an owner fails to restore heat and hot water after receiving a violation, HPD's Emergency Repair Program may contract with private companies to restore the heat or hot water and will bill the property for the cost of the repairs, plus related fees.

### Penalties

HPD aggressively pursues Orders to Correct and civil penalties through Housing Court when violations are issued. Properties may be subject to inspection fees if HPD conducts multiple inspections that result in violations. Some owners may be eligible to satisfy the civil penalty by submitting a \$250 payment with a timely Notice of Correction – owners should review the Notice of Violation carefully.



Tenants can check the status of their complaints using HPDONLINE, which is accessible from HPD's website [www.nyc.gov/hpd](http://www.nyc.gov/hpd). Owners can find more information about fees and penalties, at [www.nyc.gov/hpd](http://www.nyc.gov/hpd) and search for Heat.