

NYC Department of Housing Preservation & Development Overview of HPD Enforcement

Office of Enforcement and Neighborhood Services

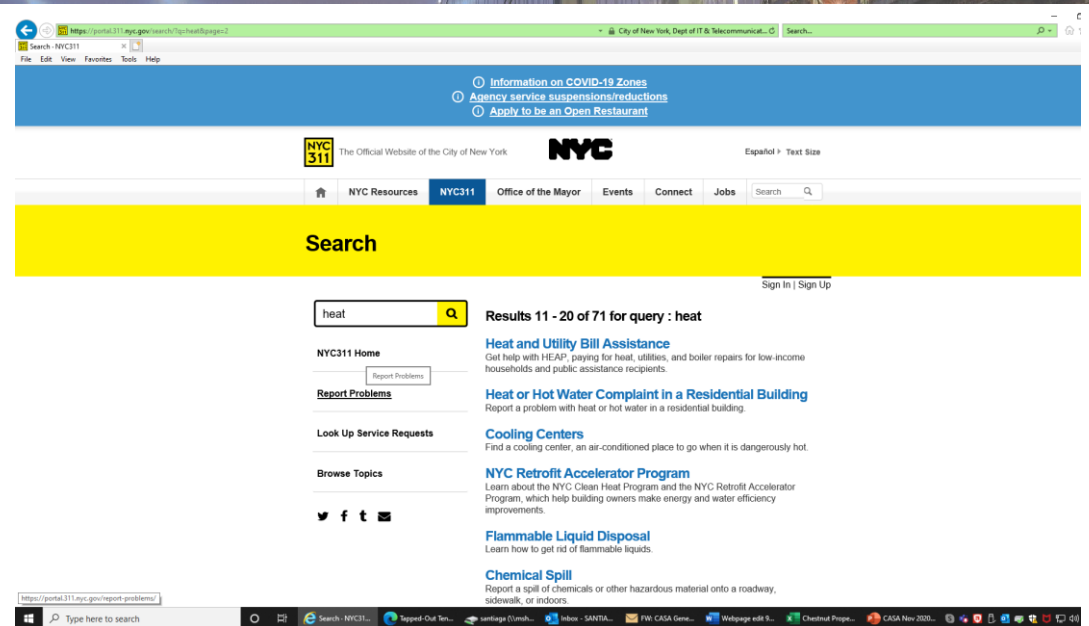
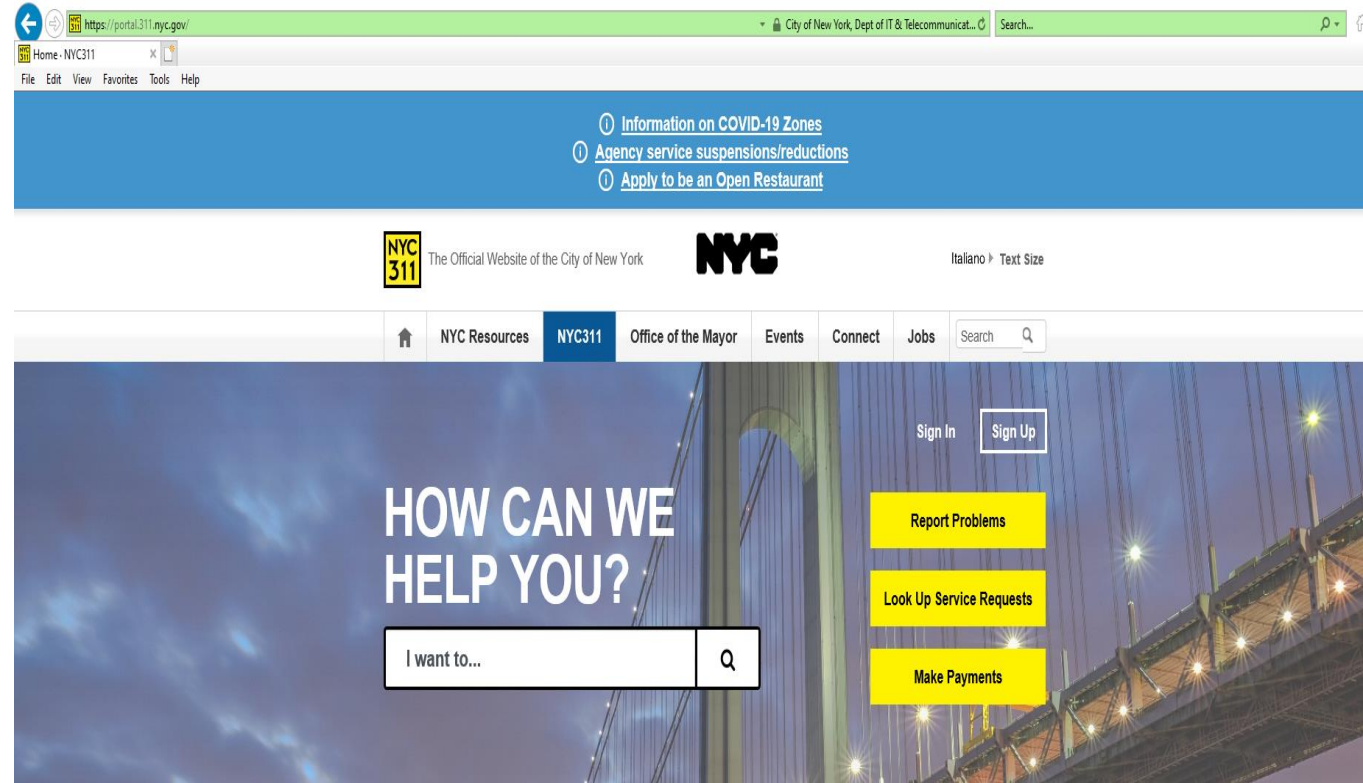
April 12, 2024

Complaints

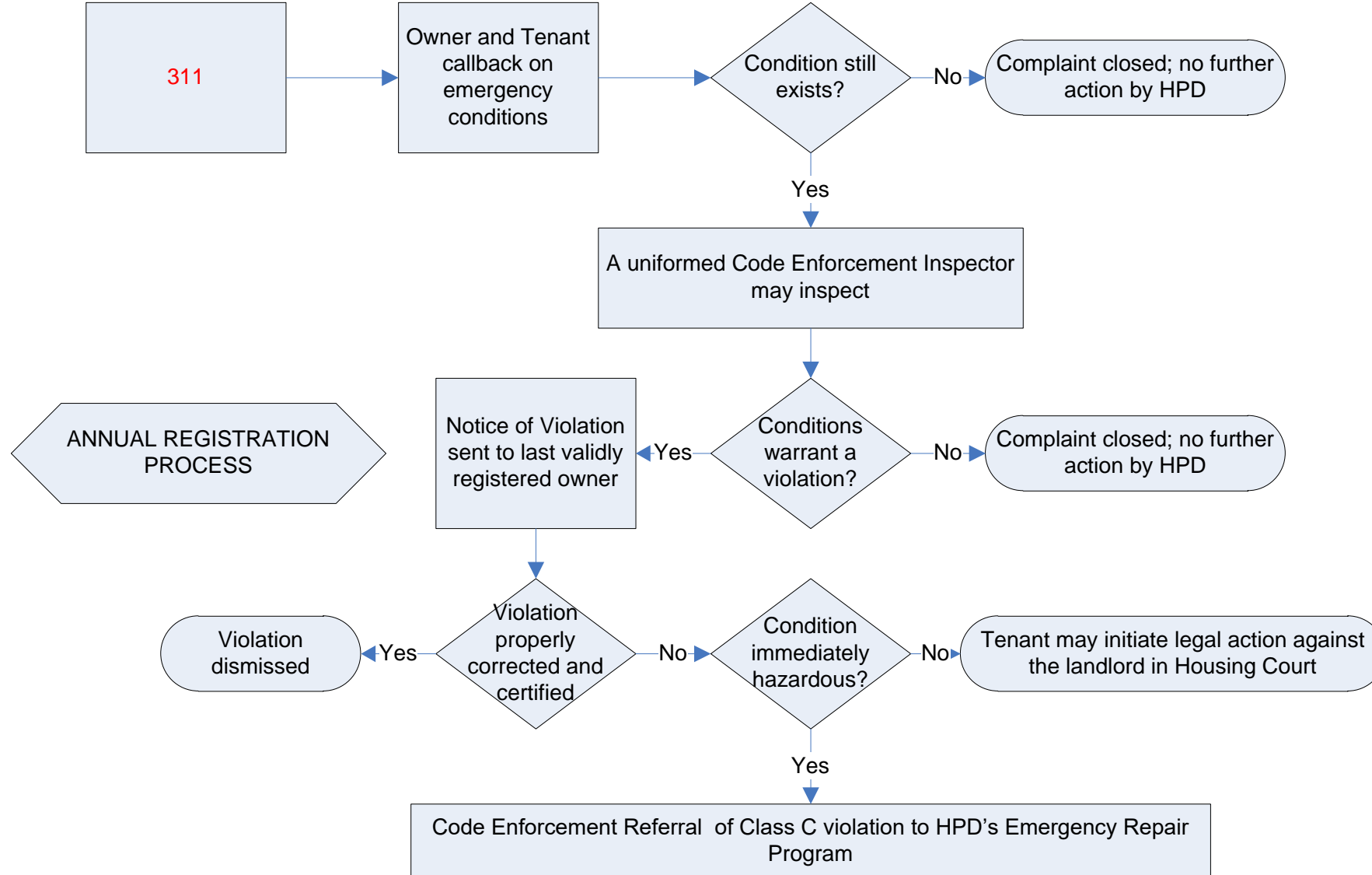
How can I file a complaint with HPD?

- 311 (telephone)
- 311MOBILE
portal.311.nyc.gov
- 311ONLINE
<https://portal.311.nyc.gov/>
- Housing Court

April 12, 2024



HPD's Enforcement Process: An Overview



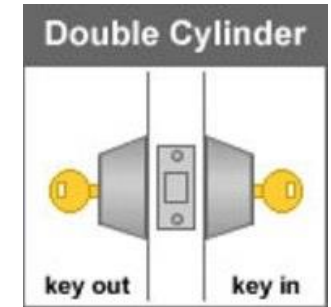
Inspections

Inspectors perform a visual check of the building's façade for defects, all building areas in their line of travel, and the following 10 items in the complainant's apartment:

- Smoke Detector (Class B violation)
- Carbon Monoxide Detector (Class B violation)
- Fire Safety Notice posted (notification to owner and FDNY)
- Double Cylinder locks (Class C violation)
- Illegal bars/gates at egress window (Class B violation)
- Mold (Class A, B or C violation – if C, will be emergency repair)
- Mice and/or Roaches (Class C)

Always emergency repair:

- Self-closing doors (C)
- Window Guards (only if child under the age of eleven is a resident.) (C)
- Lead-based Paint (only if child under six is a resident.) (C)



Heat and Hot Water

REQUIREMENTS

October 1st through May 31st.

- DAYS (6 AM TO 10 PM)
If temperature outside is below 55° F, it must be 68° F or above inside
- NIGHTS (10 PM to 6 AM) it must be 62° F or above inside regardless of the outside temperature

Hot water is required to be maintained at a minimum of 120 degrees.



VIOLATIONS

- ▶ Notice of Violation posted on the building the day the violation is issued
- ▶ HPD seeks civil penalties in Housing Court on buildings which receive repeated heat and hot water violations.
- ▶ Inspection fee: Multiple inspections resulting in violations leads to automatically assessed inspection fees

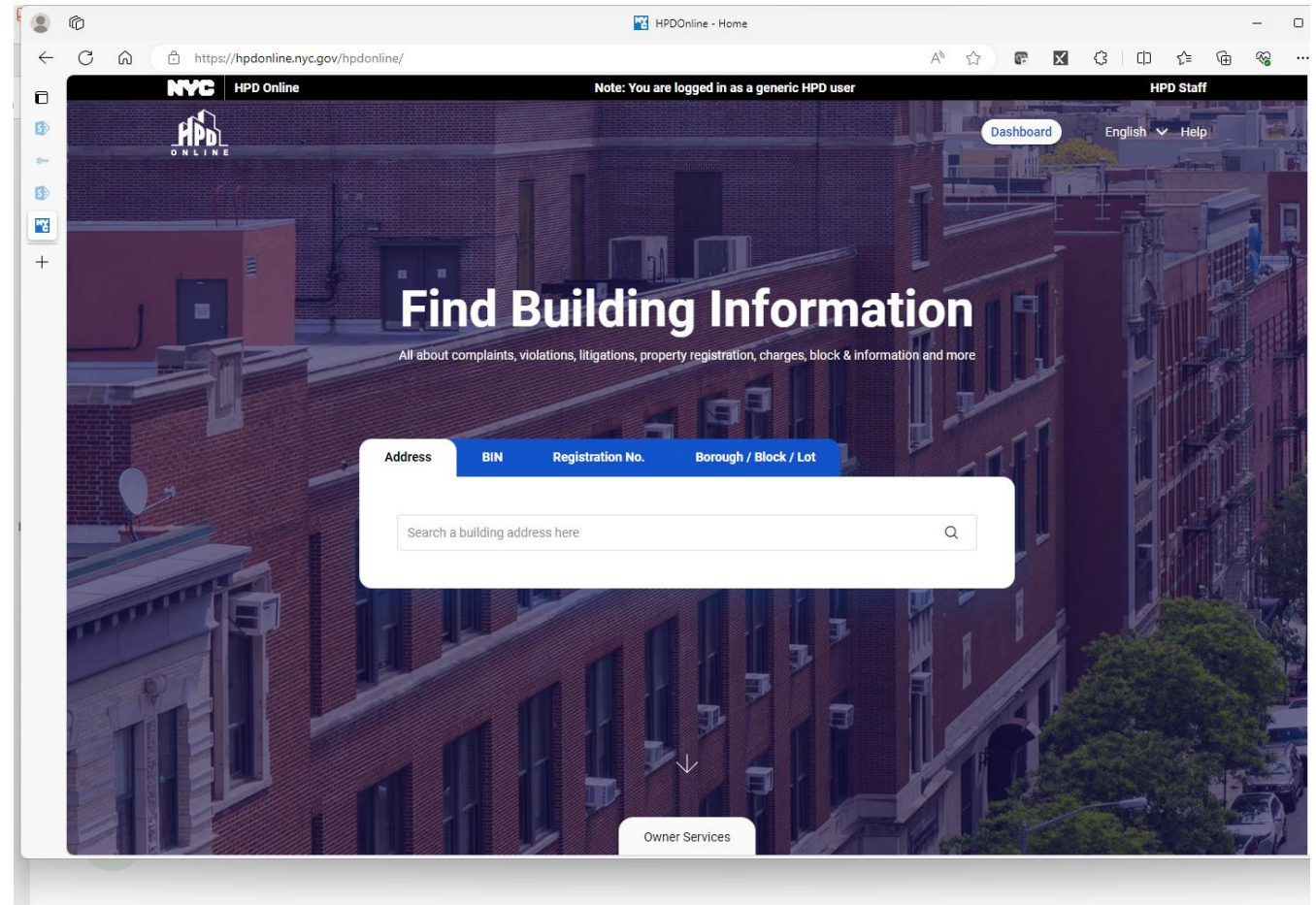
Violations

Violation – A citation issued for failure to comply with the law. Violations are the responsibility of the property owner of the building.

If HPD inspectors issue violations, the time the owner is given to correct them depends on the violation

- severity. HPD issues three classes of
- A: non-hazardous
- B: hazardous
- C: immediately hazardous

TIP: To view a complete list of violations and information on when the violations should be corrected by, visit HPDONLINE at www.nyc.gov/hpd.



HPD Emergency Repair Process

For many Class C violations that are not certified timely, the emergency repair program will:

- Attempt to contact the managing agent or owner to encourage compliance.
- Conduct another inspection to scope the repair.
- Contract a vendor or assign HPD staff to make the necessary repairs if the work hasn't been done.
- When HPD's vendor is paid, the charge against the property is billed to the owner through the Department of Finance (DOF).

EXCEPTIONS TO EMERGENCY REPAIR:

- Pests
- Gas restoration
- Double cylinder locks

How can an owner remove a violation that is open with HPD?

- There are two important dates listed on the NOV, **the correction date**, and the **certification date**. The **correction date** is the date by which the owner must correct the condition. The **certification date** is the date by which the owner must certify with HPD that the condition was corrected.
- Tenants are notified when a property owner certifies correction.
- HPD may re-inspect but is not required to do so in all cases(except for lead-based paint, Class B and C mold, and self-closing door violations).
- Violations are deemed complied if no re-inspection is conducted, aside from conditions specified in bullet 2, after 70 days after receipt of the certification. These violations are dismissed.

Proactive Code Enforcement

- **Heat Sensor Program:** requires owners to install heat sensors in every apartment in selected buildings. The program is in its third year and as of summer, 2024 HPD will select and add 50 new multiple dwellings for the program annually.
- **Self-Closing Door Proactive Inspections:** includes 300 multiple dwellings annually for which HPD attempts to inspect every door required to be self-closing to ensure proper operation.
- **Building Lead Index:** record production orders for 200 buildings annually and limited corresponding proactive inspections to facilitate compliance with Local Law 1.



Enhanced Enforcement Programs

- Heat Sensors Program

<https://www.nyc.gov/site/hpd/services-and-information/heat-sensors-program.page>

- Emergency Repair Program

<https://www.nyc.gov/site/hpd/services-and-information/emergency-repair-program-erp.page>

- Alternative Enforcement Program

<https://www.nyc.gov/site/hpd/services-and-information/alternative-enforcement-program-aep.page>

- 7A Program

<https://www.nyc.gov/site/hpd/services-and-information/7a-program.page>

- Underlying Conditions Program

<https://www.nyc.gov/site/hpd/services-and-information/underlying-conditions-program-ll6.page>

- Anti-Harassment Unit

<https://www.nyc.gov/site/hpd/services-and-information/tenant-harassment.page>

- Certificate of No Harassment

<https://www.nyc.gov/site/hpd/services-and-information/certification-of-no-harassment-conh.page>

- Housing Litigation

<https://www.nyc.gov/site/hpd/services-and-information/housing-litigation.page>

About HPD

Senior Team

Office Descriptions & Organization Chart

Employment

Diversity, Equity, & Inclusion

The Housing Blueprint

Featured Projects

Metrics & Open Data

Research

HPD Online

HPD's Mission

Our mission is to promote quality and affordability in the city's housing, and diversity and strength in the city's neighborhoods.

We do this by maintaining building and resident safety and health, creating opportunities for New Yorkers through housing affordability, and engaging New Yorkers to build and sustain neighborhood strength and diversity.

Because every New Yorker deserves a safe, affordable place to live in a neighborhood they love.

Maintaining Building and Resident Safety and Health



HPD works to ensure the physical safety and quality of homes across the city to maintain the health and well-being of those who live in them. Examples of our work:

We enforce the New York City Housing Maintenance Code on behalf of tenants, inspecting homes for housing quality and safety, training and educating property owners, bringing cases in Housing Court, requiring emergency repairs, and more. Learn more about [Code Enforcement](#)

We work to ensure that existing affordable housing stays affordable and in good physical condition into the future by helping owners stabilize their buildings with tax-exemptions, repair loans, outreach, and education; and working with qualified community partners to rehabilitate



WWW.NYC.GOV/HPD

RESOURCES

April 12, 2024

NYC HPD ONLINE

Note: You are logged in as a generic HPD user HPD Staff

English Help

Find Building Information

All about complaints, violations, litigations, property registration, charges, block & information and more

Address

Search a building address here

Affordable Rental and Homeownership Opportunities - HPD

services-and-information/housing-connect-rentals.page

NYC Housing Preservation & Development 311 Search all NYC.gov websites

NYC Housing Preservation & Development Italiano Translate Text-Size

Home About Services and Information Media Events Contact Search

Affordable Housing NYC Housing Connect

Facebook Twitter YouTube Print

NYC Housing Connect

NYC Housing Connect is New Yorkers' portal to find and apply for affordable rental and homeownership opportunities across the five boroughs of New York City.

Visit NYC Housing Connect now to register, then find and apply for affordable housing opportunities!

New York City is committed to the principle of inclusivity in all of its neighborhoods, including supporting New Yorkers to reside in neighborhoods of their choice, regardless of their neighborhood of origin and regardless of the neighborhood into which they want to move.

Learn more about NYC Housing Connect

NYC Housing Connect

Welcome to NYC Housing Connect

How does Housing Connect work?



Thank you

For more information, visit nyc.gov/hpd or call 311