



TENANTS &
NEIGHBORS
The Statewide Center of
Power for Tenants

NO HEAT OR HOT WATER? SLOW REPAIRS?

KNOW YOUR RIGHTS!

USING 311 TO GET REPAIRS IN YOUR APARTMENT

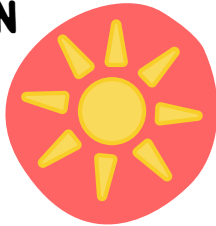
Heat Laws

Hot water must be provided 365 days per year at a constant minimum temperature of 120 degrees Fahrenheit.

OCT 1ST-MAY 31ST IS HEAT SEASON



10P.M-6A.M



6A.M-10P.M

Between the hours of 10:00pm and 6:00am, the inside temperature must be at least 62 degrees Fahrenheit

Between the hours of 6:00am and 10:00pm, the inside temperature must be at least 68 degrees Fahrenheit

File A Complaint



You can file a complaint by:
Calling 311 or TTY (212) 504-4115

Or online at
portal.311.nyc.gov/

File a complaint for ANY repair issues you have within your building that are unresolved. After you file a complaint, you will be given a complaint number. You can check the status of these complaints using the complaint number through portal.311.nyc.gov/

REMEMBER HEAT AND HOT WATER IS YOUR LEGAL RIGHT AS A NYC RESIDENT!!!



Small Actions=Big Changes

- HPD will attempt to contact your landlord and that a violation may be issued if the condition is not corrected immediately.
- HPD may conduct a building inspection to issue violations.
- If conditions persist you can take HP action against your landlord.



ALWAYS KEEP YOUR 311 COMPLAINT NUMBER USING THE LOG ATTACHED

Contact Tenants & Neighbors
212-608-4320 if conditions persist to take more actions!

KEEP A HEAT LOG TO ENSURE SPEEDY REPAIRS

Date	Time	Heat Inside	Heat Outside	Service Request #

*****YOU CAN REPORT TO 311 EVERYDAY YOUR CONDITIONS PERSIST*****