



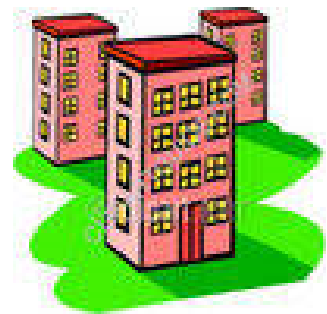
## What should I Do If I Am Not Getting Repairs Or Services?

By law, tenants have the right to a safe, sanitary and livable apartment. This is true if you are rent regulated or unregulated. It is true even if your lease doesn't say anything about repairs. It is true no matter what your immigration status is.

### What services and repairs are landlords required to provide?

Landlords' obligations include the following:

- Provide hot water at all times
- Rid your apartment of rodents and insects
- Keep your electrical system, pipes, toilet bowl, ovens and refrigerator in good condition
- Provide working mailboxes
- Clean public areas regularly
- Provide smoke detectors
- For apartments with children, provide window guards, ensure apartment paint is not peeling and remove lead paint if necessary
- Remove mold and fix leaks promptly



From October 1<sup>st</sup> to May 31<sup>st</sup>, the landlord is required to provide heat according to the following schedule:

Time of Day	If Outside Temperature is Less Than	Inside Temperature Must be More Than
6am-10pm	55	68
10pm-6am	No requirement	62

### What do I do if I am not getting repairs or services?

If your landlord is ignoring your complaints, there are several good strategies you can use to get repairs. Keep in mind that government agencies will not ask about your immigration status when you complain – repairs are your right!

No matter which actions you choose, document the problems by taking photos and keeping a list of specific problems. Also, write down the date, time and outcome of all conversations with the management about repairs.

**Call 311.** The City will send an inspector from the Department of Housing to officially document the violation.

**Here are some options for complaining to government agencies:**

- Take your landlord to housing court and sue for repairs. Contact the housing court office located in the borough where you live:
  - **Bronx Office:** 1118 Grand Concourse, Bronx, NY 10456 / (646) 386-5500
  - **Brooklyn Office:** 141 Livingston Street, Brooklyn, NY 11201 / (646) 386-5700
  - **Upper Manhattan Office:** 170 East 121st Street, New York, NY 10035 / (646) 386-5750
  - **Lower Manhattan Office:** 111 Centre Street, New York, NY 10013 / (646) 386-5700
  - **Queens Office:** 89-17 Sutphin Boulevard, Jamaica, New York 11435 / (646) 386-5700
- Submit a complaint to the Division of Housing and Community Renewal (DHCR). If DHCR finds in your favor your rent may be reduced. Be aware that this process can take months. See below for contact information for DHCR.  
**phone:** 1(833)-499-0343 | **email:** tpuinfo@hcr.ny.gov | **website:** <https://hcr.ny.gov/tenants>

**Organizing is often quicker and more effective than complaining to government agencies on your own. Hold a tenant meeting in the lobby to decide on a group action. Here are some action ideas:**

- Research your landlord! Who's lending him money? Which bank holds the mortgage on your building? Make sure the bank knows that you have concerns about conditions and invite them to see the problems in the apartments.
- Complaining to DHCR or filing a case in housing court as a group is always more effective than going as an individual. Groups may be eligible for legal representation.
- Organize a press conference or a picket in front of the landlord's office.
- Finally don't forget to contact your local elected officials and tell them your concerns!

**Tenants across the state are fighting for their rights.  
Contact Tenants & Neighbors for assistance with any of the above steps  
and/or to learn how to get involved in the housing justice movement.**

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