To report complaints to HPD (NY CITY Housing Authority) follow these directions:

HPD Reporting Procedure

1. <u>Inform the Management</u>

Inform the landlord, management, or superintendent through Email, Text, or Certified Mail
– Not spoken over the phone or in person!!

With Email, Text, or Certified Mail you will be able to:
- Pursue refund/abatement, or a rent reduction & more
- Have an authority hold the landlord accountable & more

With no Email, Text, or Certified Mail documentation:
- No authority will do anything because there is nothing documented to respond to
- You have no history or legal record of anything to refer to

2. <u>Inform the Authorities</u>

<u>To Make An HPD Complaint online, Use This Portal:</u>
- https://portal.311.nyc.gov/
- Or Google Search: 311 online

<u>To Make An HPD Complaint Through The Phone</u>
- Call 311
- **Always Save The SR # (Service Request #)** for future reference.
- To find the status of your SR #, Google Search the words "look up service request number"
- After 24hours of placing complaint/s, you can call HPD's Code Enforcement office 212 863-8060 to schedule the inspection and/or find out when it is scheduled. You must provide the report # to receive this assistance

3. <u>View Your Complaint Online & Know It's Repair Deadline</u>

Go to https://whoownswhat.justfix.nyc/en/
Or Google Search: Who Owns What NYC < **This site reveals ALL info. about your landlord**
- plug in your address, then either:
- tap on the ANHD DAP Portal link under the photo of your building, then tap on the light blue HPD Violations tab to find ALL violations
- Or tap on the HPD Building Profile link under the photo of your building, then tap on the purple All Open Violations tab to find ALL violations.

If your repair need is not fixed by HPD's "Certify By" date call 311 to report that