

REPORTING APARTMENT ISSUES

If you report an apartment building problem and it is not fixed in a timely manner, call 3-1-1 or make a complaint online at [311ONLINE](#) OR [311MOBILE](#). For emergency repair

STEPS TO TAKE

1. Contact your super and/or landlord about the needed repair.
2. If your superintendent or building management company is not responsive, write a letter to the owner of the building (see how to write a letter below).
3. If the problem is still not fixed, file a complaint with the NYC Department of Housing Preservation and Development (HPD) by calling 3-1-1. Follow up your case online visiting the link https://hpdonline.hpdnyc.org/HPDOnline/provide_address.aspx
4. If maintenance problems are severe, consider filing an HP Action in Housing Court (visit <https://www1.nyc.gov/site/rentguidelinesboard/resources/legal-assistance.page> for more information).

OTHER OPTIONS

1. If your apartment is **rent-stabilized** and the problem is not fixed, file a complaint about maintenance issues online with NYS Homes and Community Renewal (HCR) (<https://rent.hcr.ny.gov/RentConnect/Tenant/DecreasedServicesOverview>).
2. If you live in New York City Housing Authority (**NYCHA**) property, call NYCHA Customer Contact Center Report at 718-707-7771 or visit the website <https://my.nycha.info/MyNYCHA> to create a maintenance ticket.

HOW TO WRITE A LETTER TO YOUR BUILDING MANAGEMENT

The main points of your repair request letter should include:

- * The current date
- * A brief description of the problem
- * A request for repair

Date
Landlord Name
Landlord Address
Landlord City, State and Zip Code

Re: Address of property
Dear [Landlord's Name]:

On [date] the [short description of the problem].
I notified you of the problem, by telephone, on [date]. You informed me that [resolution suggested by the landlord].

Please consider this letter as a follow-up to my initial telephone call informing you of the problem and a confirmation of your promise to remedy the situation by [date].

Sincerely,
[Your Signature]