

# HANDLING THE HPD: PROPERTY MANAGER SURVIVAL KIT



## 1 What is the HPD?

The New York City Department of Housing Preservation and Development regulates residential properties or properties with residential components.

HPD has jurisdiction over quality of life issues such as:



Heating



Lead Paint



Hot Water



Apartment Safety



Repairs



Pests & Rodents

## 2 How does the HPD affect my building?

Residential properties are required by law to register annually with HPD if they meet one of the following criteria:

 <b>3+</b> Residential Units	OR	 <b>1 or 2</b> Residential Units and neither the owner nor a family member occupies one of the units	OR	 <b>Hotels</b> Considered transient multifamily dwellings, also required to register
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! Failure to register and the inability to correct open violations can result in fines.

## 3 Complaints and Violations: What's the process?

1

### Filing

311 complaints are sent to HPD

2

### Inspection

An Inspector will visit the property to assess issue and potentially issue a violation. While present, an inspector may also issue additional violations.

3

### Categorization

Violations are categorized by severity, with C Class violations being immediately hazardous, and B and A violations decreasing in severity.

4

### Correction

Severity and type of violation set the timeframe for corrections. Correction can be done online, via mail, dismissal request, or through a re-issuance.

## 4 What are the top 6 things HPD inspectors look for?

- Operational Smoke Detectors
- Operational Carbon Monoxide Detectors
- Illegal gates or bars on the windows
- Illegal double cylinder locks (locks that require a key to exit)
- Window guards in unit with a child under the age of 11
- Signs of lead paint in unit with a child under 6

## 5 What are Annual Safety Mailing Notices?

There are three types of physical mailings must be sent to all tenants annually:

- Fire Safety Notice (Parts I and II)
- Lead Paint Notice
- Window Guard Notice

! Failure to perform annual mailings may result in violations, civil penalties, and loss of insurance during a related emergency.





## Key HPD Terms

### AEP (Alternative Enforcement Program)

HPD designates 200 - 250 severely distressed multiple dwellings each year around January 31st to be entered into the AEP. Owners have 4 months to correct qualifying conditions. Failure to correct the qualifying conditions may result in emergency repairs, liens, and significant fees.

### eCertification

A free online application which allows property owners and managing agents to self-certify the correction of HPD violations.

### ERP (Emergency Repair Program)

When a Class C violation is not corrected, HPD may take steps to correct that violation using an approved vendor. The owner will be responsible for all costs and fees.

### MDR Number

The Multi-Dwelling Registration number is assigned to properties upon registration with HPD. While it typically doesn't change from year to year, HPD may adjust the number periodically based on their records.

### BIN (Building Identification Number)

This is a unique identifying number for each property provided by the DOB.

### Description

The body of the violation, as recorded by the inspector. This will include the section of the administrative code that was violated (e.g. 27-2005), what is required to correct the violation, and the unit/detailed directional of the infraction location.

### Hazard Class

HPD Violations are categorized by severity, with C Class violations being immediately hazardous, and B and A violations decreasing in severity.

### NOV ID (Notice of Violation ID)

This number identifies the document that the violation appeared and was served on. There may be multiple infractions (violation IDs) on a single Notice of Violation.

### NOV Issued Date

When the paper documentation was mailed by HPD to the registered management address.

### Order No.

A three-digit string provided by HPD to group the type of violation.

## Helpful Links

ABC's of Housing	<a href="http://www1.nyc.gov/assets/hpd/downloads/pdf/ABCs-housing-singlepg.pdf">http://www1.nyc.gov/assets/hpd/downloads/pdf/ABCs-housing-singlepg.pdf</a>
About HPD	<a href="http://www1.nyc.gov/site/hpd/about/about-us.page">http://www1.nyc.gov/site/hpd/about/about-us.page</a>
Compliance	<a href="http://www1.nyc.gov/site/hpd/owners/compliance-clear-violations.page">http://www1.nyc.gov/site/hpd/owners/compliance-clear-violations.page</a>
Contact	<a href="http://www1.nyc.gov/site/hpd/about/contact-us.page">http://www1.nyc.gov/site/hpd/about/contact-us.page</a>
How to Register	<a href="http://www1.nyc.gov/site/hpd/owners/compliance-register-your-property.page">http://www1.nyc.gov/site/hpd/owners/compliance-register-your-property.page</a>

## Mark Your Calendar!

JAN 1-15	Send out annual mailing notices
MAY 31	Last day of Heat Season
JUL 1	A \$13 registration fee will be billed directly by DOF
SEP 1	Building registrations must be filed annually
OCT 1	Heat Season begins
DEC 31	Last day to perform annual-paint inspections

## Agency Contacts

**HPD Registration**  
(212) 863-7000 or  
register@hpd.nyc.gov

**HPD Research and Reconciliation Unit**  
212-863-6020  
hpderp@hpd.nyc.gov

**HPD Litigation**  
(212) 863-8200

### CODE ENFORCEMENT

**Manhattan**  
(212) 863-5030

**Bronx**  
(212) 863-7050

**Brooklyn**  
(212) 863-6620 or  
(212) 863-8060

**Queens**  
(212) 863-5990

**Staten Island**  
(212) 863-8100