# Legislation Details (With Text)

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| **File #:** | Int 0523-2024 **Version:** * | **Name:** | Procedures to be adopted by the 311 call center for responding to certain repeat anonymous complaints against the same property. |
| **Type:** | Introduction | **Status:** | Filed (End of Session) |
| | | **In control:** | Committee on Governmental Operations, State & Federal Legislation |
| **On agenda:** | 3/7/2024 | | |
| **Enactment date:** | | **Enactment #:** | |
| **Title:** | A Local Law to amend the administrative code of the city of New York, in relation to procedures to be adopted by the 311 call center for responding to certain repeat anonymous complaints against the same property | | |
| **Sponsors:** | | | |
| **Indexes:** | | | |
| **Attachments:** | 1. Summary of Int. No. 523, 2. Int. No. 523, 3. March 7, 2024 - Stated Meeting Agenda, 4. Hearing Transcript - Stated Meeting 3-7-24, 5. Minutes of the Stated Meeting - March 7, 2024, 6. Committee Report 9/19/24, 7. Hearing Testimony 9/19/24, 8. Hearing Transcript 9/19/24 | | |

| Date | Ver. | Action By | Action | Result |
|---|---|---|---|---|
| 3/7/2024 | * | City Council | Introduced by Council | |
| 3/7/2024 | * | City Council | Referred to Comm by Council | |
| 9/19/2024 | * | Committee on Governmental Operations, State & Federal Legislation | Hearing Held by Committee | |
| 9/19/2024 | * | Committee on Governmental Operations, State & Federal Legislation | Laid Over by Committee | |
| 12/31/2025 | * | City Council | Filed (End of Session) | |

Int. No. 523

By Council Members Brannan and Schulman

A Local Law to amend the administrative code of the city of New York, in relation to procedures to be adopted by the 311 call center for responding to certain repeat anonymous complaints against the same property

Be it enacted by the Council as follows:

Section 1. The administrative code of the city of New York is amended by adding a new section 23-308 to read as follows:

§ 23-308 Repeated anonymous unfounded complaints. a. The 311 customer service center, upon receipt of any non-emergency anonymous complaint relating solely to a property classified as harassed, shall document such call but shall not refer such call to any agency.

b. For the purposes of this section:

1. a property shall be classified as "harassed": (i) if it is a privately-owned property that, within a six month period, is the sole subject of three or more anonymous complaints made to the 311 customer service center and referred to an agency; and (ii) such agency is unable to substantiate the condition or circumstance complained of, despite reasonable efforts; or (iii) such agency substantiates such condition or circumstance, but the condition or circumstance is not a violation of any applicable law. Such classification shall last for three months from the date of the third such complaint; and

2. "anonymous complaint" means a complaint made to the 311 customer service center where the complaining individual does not give his or her name and address, whether or not such information is requested.

§ 2. This local law takes effect 180 days after it becomes law.

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LS #144
1/12/2024

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CJM
LS #144
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