Legislation Details (With Text)

File #:	Int 0829-2026	**Version:**	*	**Name:**	Expanding and decentralizing the landlord management unit.
Type:	Introduction			**Status:**	Committee
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On agenda:	4/16/2026				
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Title:	A Local Law to amend the administrative code of the city of New York, in relation to expanding and decentralizing the landlord management unit				
Sponsors:					
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Attachments:	1. Summary of Int. No. 829, 2. Int. No. 829, 3. Memorandum in Support, 4. April 16, 2026 - Stated Meeting Agenda, 5. Hearing Transcript - Stated Meeting 4-16-26				

Date	Ver.	Action By	Action	Result
4/16/2026	*	City Council	Referred to Comm by Council	
4/22/2026	*	City Council	Introduced by Council	

Int. No. 829

By Council Members Morano and Louis

A Local Law to amend the administrative code of the city of New York, in relation to expanding and decentralizing the landlord management unit

Be it enacted by the Council as follows:

Section 1. Chapter 1 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-145.5 to read as follows:

§ 21-145.5 Landlord management unit. a. Definitions. For purposes of this section, the following terms have the following meanings:

CityFHEPS. The term "CityFHEPS" means the city fighting homelessness and eviction prevention supplement program described in chapter 10 of title 68 of the rules of the city of New York, or a successor provision.

FHEPS. The term "FHEPS" means the family homelessness and eviction prevention supplement program described in section 131-bb of the social services law, or a successor provision.

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Landlord management unit. The term "landlord management unit" means an office within the department that assists landlords participating in department-administered rental subsidy programs, including by resolving issues including but not limited to administrative errors and payment delays, executing electronic funds transfer payments to landlords or payees on behalf of the department and any other issues related to department-administered rental subsidy programs deemed relevant by the department.

b. Borough-based units. On or before January 1, 2027, the commissioner shall establish a landlord management unit physically located in each borough. Such unit may be located within existing department facilities.

c. Accessibility and communication. 1. The commissioner shall implement and maintain methods for landlords to contact each borough's landlord management unit, including at least the following:

(a) In-person appointments at each borough's landlord management unit;

(b) A dedicated telephone line for each borough's landlord management unit separate from those available to tenants and subsidy recipients;

(c) An online portal specifically for landlords participating in the department's rental subsidy programs which includes the option for landlords to enroll to receive electronic rental assistance payments, track the status of such electronic rental assistance payments, and track the status of any complaints submitted by a landlord; and

(d) A mechanism for landlords to submit complaints regarding any administrative issues with rental assistance payments.

2. The department shall respond to any voicemail, email, or other communication, including any complaints, from a landlord within 5 days of receipt. The department shall provide a resolution to any complaint submitted by a landlord within 30 days of its receipt of such complaint. If a complaint is not resolved within 30 days of receipt due to requiring additional investigation, the department shall provide a written update regarding such complaint as soon as practicable.

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3. If a scheduled meeting with a landlord must be rescheduled or canceled, the department shall notify the landlord at least 24 hours in advance via email or telephone. If such notice is not provided, the department shall make best efforts to ensure that another representative meets with the landlord at the scheduled time and conveys all relevant information to the appropriate staff member.

d. Annual report. No later than December 31, 2026 and annually thereafter, the department shall submit to the council and post on its website a report including the number of complaints received in the previous calendar year; the average resolution time for each complaint; and any patterns or recurring administrative problems identified by the department upon its review of landlord complaints.

§ 2. This local law takes effect 120 days after it becomes law.

ACK
LS #20308
4/7/2026

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