



Legislation Text

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Int. No. 724

By Council Members Kagan, Fariás, Brannan, Menin, Cabán, Williams, Brewer, Nurse, Krishnan, Schulman, Riley, Ayala and Paladino

A Local Law to amend the administrative code of the city of New York, in relation to reporting on New York city housing authority complaints and requests for service

Be it enacted by the Council as follows:

Section 1. Subdivision b of section 23-307 of the administrative code of the city of New York, as added by local law number 127 for the year 2021, is amended to read as follows:

b. 1. No later than 30 days after the end of each fiscal quarter, the [The] 311 customer service center shall [publish annually] submit to the speaker of the council and post on its website, in a searchable and machine-readable format, a report on all complaints or requests for service relating to such authority received during the immediately preceding quarter. Such quarterly report shall include but not be limited to the following information:

- (a) A unique identifier for each complaint or request for service relating to such authority;
- (b) The category and a brief description of each complaint or request for service;
- (c) The status of each complaint or request for service, and if the status is closed, a brief description of how it was resolved or why it was unable to be resolved;
- (d) The date each complaint or request for service was received;
- (e) The date each complaint or request for service was closed;
- (f) The location information for each complaint or request for service;
- (g) The total number and percentage of complaints and requests for service relating to such authority

received during the immediately preceding quarter that are open;

(h) The total number and percentage of complaints and requests for service relating to such authority received during the immediately preceding quarter that are closed; and

(i) The average resolution time for complaints and requests for service relating to such authority received during the immediately preceding quarter.

2. The quarterly reports required by paragraph 1 of this subdivision shall include a data dictionary.

3. No report required by paragraph 1 of this subdivision shall contain personally identifiable information.

§ 2. This local law takes effect immediately.

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