

FACT SHEET



George E. Pataki, Governor
Joseph H. Holland, Commissioner

A PUBLICATION OF NEW YORK STATE
DIVISION OF HOUSING AND COMMUNITY RENEWAL
OFFICE OF RENT ADMINISTRATION

#15 Heat and Hot Water

By law, building owners must provide all tenants with the following levels of heat and hot water:

Heat (During the heating season, October 1 through May 31)

- * Between 6 a.m. and 10 p.m., heat must register at least 68 degrees Fahrenheit when the outside temperature falls below 55 degrees;
- * Between 10 p.m. and 6 a.m., heat must register at least 55 degrees Fahrenheit when the outside temperature falls below 40 degrees.

Hot Water (24 hours a day, 365 days a year)

- * Hot water must register at or above a constant temperature of 120 degrees at the tap.

The New York State Division of Housing and Community Renewal (DHCR) is authorized to reduce the rent of any rent regulated apartment when these required heat and hot water services are not maintained. Tenants may file a *"Tenant's Application for Rent Reduction based upon the Owners Failure to Provide and Maintain Heat and/or Hot Water Service(s)"* (DHCR Form HHW-1). If more than one tenant wishes to file a complaint, the tenants must attach a schedule to the HHW-1 form or file *"Statement of Complaint of Decrease in Building-Wide Services"* (DHCR Form RA-84). If the owner is found by DHCR to have failed to provide adequate heat or hot water, a rent reduction shall be ordered for NYC rent stabilized apartments, or may be ordered for rent stabilized apartments outside NYC and rent controlled apartments statewide; and the owner will be prohibited from collecting any additional rent increases until the service is restored. In rent controlled apartments no fuel surcharge may be collected until one year after DHCR issues an order finding that services are restored.

Rent controlled and rent stabilized tenants in New York City with heat and/or hot water complaints should call the **NYC Central Complaint Bureau's Hot Line (212) 960-4800**.

A NYC Code Enforcement inspector will investigate your complaint and either issue a building violation or order emergency repairs to restore the services if they find the owner is not providing them.

For more information or assistance, call the DHCR Rent InfoLine, or visit your Borough or County Rent Office.

Central
92-31 Union Hall Street
4th Floor
Jamaica, NY 11433
(718) 739-6400

Lower Manhattan
156 William Street
9th Floor
New York, NY 10038
South side of 110th St. and below

Brooklyn
250 Schermerhorn Street
3rd Floor
Brooklyn, NY 11201

Bronx
1 Fordham Plaza
2nd Floor
Bronx, NY 10458

Upper Manhattan
163 W. 125th Street
5th Floor
New York, NY 10027
North side of 110th St. and above

Staten Island
60 Bay Street
7th Floor
Staten Island, NY 10301

Nassau County
50 Clinton Street
6th Floor
Hempstead, NY 11550

Rockland County
94-96 North Main Street
Spring Valley, NY 10977

Westchester County
55 Church Street
White Plains, NY 10601