

311: A Fact Sheet for Tenants

What is 311:

- 311 is the city's information hotline.
- They are open 24 hours a day, 7 days a week.
- They are not 911, which is for emergencies and will get the police involved.

Why do tenants call 311:

- To make complaints about your repair needs!
- To report unsafe conditions in your building.

Which tenants can call 311?

- Anyone who has a complaint can call!
- You do not have to be the tenant of record to call.
- You will not get fined! All violations are placed on the landlord.
- You will not be asked about your immigration status.
- You do not even have to live in the apartment you are calling about. If you are calling 311 on behalf of someone else, you will need their permission to call and their phone number.

You do not have to speak English:

- 311 has translators on call in over 170 languages.

If you are Hearing Impaired, Call:

(212)504-4115

Heat and Hot Water Complaints Online:

You can file Heat & Hot Water complaint at this website:

<https://www.nyc.gov/apps/>

What to expect when you call 311:

When you first call, you will hear an automated recording in **only English that will say:**

1. Thank you for calling 311. If this is an emergency, please hang up and dial 911.
2. Then you will hear information about:
 - a. Parking
 - b. 311 on the web at www.nyc.gov/311
 - c. Text your questions to text 311692 standard text messaging rates apply
3. Press 1 for English
4. Press 3 for Spanish
5. When you choose the language:
 - a. **Press 1 for heat and hot water complaints, residential maintenance complaint (You Press 1)**
6. Then after you press 1, you'll hear:
 - a. Press 1 for NYCHA complaints.
 - b. Press 2 New heat or hot water complaints.
 - c. **Stay on the line for all other complaints.**
7. Hold for a representative
8. The Representative will introduce themselves and ask you for the following information:
 - a. Your phone number
 - b. Your Name
 - c. Your Address
 - d. Your Apartment number
 - e. They will ask if there children under 6 years old in your apartment and peeling paint. They ask because they might need to check your apartment for lead.
 - f. They will ask you to describe the complaint. Give them one complaint at a time.
 - g. Sometimes they ask if you have you contacted the manager or superintendent. It's okay if you haven't.
 - h. Then they will ask you for the manager or superintendent's name and number. It is ok if you do not have this information.
 - i. They will give you a Complaint Number. **WRITE IT DOWN!**

Be persistent. Call 311 every day the conditions are affecting you.

If you aren't getting any repairs, your neighbors aren't either. Organize!

Tell building management

Sometimes calling 311 is only the first step. Contact CASA to organize!

Call 311 to make your voice heard. Organize to make your voice powerful!

Call CASA: 718-716-8000
www.casapower.org

