STATE OF NEW YORK

7859--A

Cal. No. 822

IN SENATE

January 12, 2022

Introduced by Sen. RAMOS -- read twice and ordered printed, and when printed to be committed to the Committee on Housing, Construction and Community Development -- reported favorably from said committee, ordered to first and second report, ordered to a third reading, amended and ordered reprinted, retaining its place in the order of third reading

AN ACT to amend the public housing law, in relation to requiring the New York city housing authority to have a searchable database of ticket numbers

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

Section 1. The public housing law is amended by adding a new section 402-f to read as follows:

§ 402-f. Searchable ticket database. 1. When residents call and file complaints and/or file a complaint online with the authority, the authority shall assign the complaint a ticket number. The authority shall then make available this complaint and corresponding ticket number on their website and over the phone in a public database which is searchable by ticket number. Each searchable ticket number shall provide the following information:

(a) explanation of the complaint;

(b) current status of the ticket;

(c) whether or not the ticket is still open or closed;

(d) any and all action taken on the complaint;

(e) any and all action taken towards solving the complaint;

(f) next steps to be taken, if known; and

(g) any additional information the authority chooses to provide aside from the mandatory information required under this section.

2. The database shall exclude all personal information such as apartment numbers, names of residents, and any other identifying information.

§ 2. This act shall take effect on the first of January next succeeding the date on which it shall have become a law. Effective immediately, the addition, amendment and/or repeal of any rule or regulation necessary for the implementation of this act on its effective date are authorized to be made and completed on or before such effective date.

EXPLANATION--Matter in *italics* (underscored) is new; matter in brackets [-] is old law to be omitted.

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