STATE OF NEW YORK

7859

IN SENATE

January 12, 2022

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Introduced by Sen. RAMOS -- read twice and ordered printed, and when printed to be committed to the Committee on Housing, Construction and Community Development

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:

1 Section 1. The public housing law is amended by adding a new section
2 402-f to read as follows:
3 **§ 402-f. Searchable ticket database. 1. When residents call and file**
4 **complaints and/or file a complaint online with the authority, the**
5 **authority shall assign the complaint a ticket number. The authority**
6 **shall then make available this complaint and corresponding ticket number**
7 **on their website and over the phone in a public database which is**
8 **searchable by ticket number. Each searchable ticket number shall**
9 **provide the following information:**
10 **(a) explanation of the complaint;**
11 **(b) current status of the ticket;**
12 **(c) whether or not the ticket is still open or closed;**
13 **(d) any and all action taken on the complaint;**
14 **(e) any and all action taken towards solving the complaint;**
15 **(f) next steps to be taken, if known; and**
16 **(g) any additional information the authority chooses to provide aside**
17 **from the mandatory information required under this section.**
18 **2. The database shall exclude all personal information such as apart-**
19 **ment numbers, names of residents, and any other identifying information.**
20 § 2. This act shall take effect on the ninetieth day after it shall
21 have become a law. Effective immediately, the addition, amendment and/or
22 repeal of any rule or regulation necessary for the implementation of
23 this act on its effective date are authorized to be made and completed
24 on or before such effective date.