STATE OF NEW YORK

2326

2025-2026 Regular Sessions

IN SENATE

January 16, 2025

Introduced by Sen. COMRIE -- 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 and the New York city charter, in relation to directing the New York City Housing Authority to establish a 311 hotline for the submission and receipt of complaints

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-h to read as follows:

§ 402-h. New York City Housing Authority 311 hotline. The New York City Housing Authority is authorized and directed to establish, in coordination with the department of information technology and telecommunications of the city of New York, a 311 hotline whereby residents of any project operated by such authority may report housing violations and submit other complaints through the 311 citizens service center.

§ 2. The New York city charter is amended by adding a new section 1077 to read as follows:

§ 1077. New York City Housing Authority 311 hotline. The department is authorized and directed to establish a housing authority 311 hotline, in coordination with the New York City Housing Authority. The department or the city council may promulgate any rules and regulations necessary to accept and process complaints from tenants of public housing projects operated by the New York City Housing Authority. The department shall further establish rules and procedures for the timely and effective transmission of such resident complaints to the New York City Housing Authority in coordination with the department of housing preservation and development.

§ 3. This act shall take effect on the one hundred eightieth day after it shall have become a law. Effective immediately, the New York City Housing Authority and the department of information technology and telecommunications of the city of New York are authorized to promulgate any rules and regulations necessary to implement the provisions of this act on its effective date on or before such date.

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

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