STATE OF NEW YORK

9524

IN SENATE

March 19, 2026

Introduced by Sen. CHAN -- read twice and ordered printed, and when printed to be committed to the Committee on Cities 1

AN ACT to amend the administrative code of the city of New York, in relation to anonymous chronic 311 complaints

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

Section 1. The administrative code of the city of New York is amended by adding a new section 23-315 to read as follows:

§ 23-315 Anonymous chronic complaints on 311 customer service center. An agency shall investigate each anonymous chronic complaint made to the 311 customer service center on the condition or circumstance complained of with respect to a private building or real property with residential tenants. Such agency shall make a good faith effort to substantiate whether such conditions or circumstances exist and if such condition or circumstance constitutes a violation of any applicable law. In the case of a building or real property with tenants which, during a six-month period, has three or more anonymous complaints which are unsubstantiated by an agency, such agency shall not be required to investigate any anonymous complaints directed at such building or real estate for a period of three months from the date of the third such complaint.

§ 2. This act shall take effect on the ninetieth day after it shall have become a law.

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

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