

**LOCAL LAWS
OF
THE CITY OF NEW YORK
FOR THE YEAR 2021**

No. 127

Introduced by Council Members Cabrera, Ampry-Samuel, Yeger, Kallos, Louis, Gjonaj, Salamanca, Gennaro and Cornegy.

A LOCAL LAW

To amend the administrative code of the city of New York, in relation to New York city housing authority complaints and requests for service

Be it enacted by the Council as follows:

Section 1. Chapter 3 of title 23 of the administrative code of the city of New York is amended by adding a new section 307 to read as follows:

§ 23-307 NYCHA complaints and requests for service. a. The 311 customer service center shall allow the public, including residents of a New York city housing authority development, to contact the center to file complaints or requests for service relating to the New York city housing authority by phone, online and in any other manner that such center routinely accepts complaints or requests for service from the public. Such center shall refer to such authority complaints or requests for service relating to such authority.

b. The 311 customer service center shall publish annually, in a searchable and machine-readable format, all complaints or requests for service relating to such authority.

§ 2. This local law takes effect 120 days after it becomes law, except that the commissioner of information technology and telecommunications shall take all actions necessary for its implementation, including the promulgation of rules, prior to such effective date.

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on October 7, 2021 and returned unsigned by the Mayor on November 8, 2021.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 127 of 2021, Council Int. No. 2330-A of 2021) to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEPHEN LOUIS, Acting Corporation Counsel.