



City of New York
DEPARTMENT OF
HOUSING PRESERVATION AND DEVELOPMENT
100 GOLD STREET, NEW YORK, N.Y. 10038
nyc.gov/hpd

Adolfo Carrión
Commissioner

August 9, 2022

Mr. Kenrick Sifontes
Audit Director
Division of State Government Accountability
Office of the State Comptroller
59 Maiden Lane, 21st Floor
New York, NY 10038

Re: Follow-Up Audit of Heat and Hot Water Complaints, 2022-F-3

Dear Mr. Sifontes,

Thank you for sharing the Audit Report for this Follow-Up Audit of Heat and Hot Water Complaints. We are grateful for your continued attention to this work. This letter serves as the Department of Housing Preservation and Development's (HPD) audit response.

Protecting the health and safety of New Yorkers is central to HPD's mission. Given this, we appreciate your mention (per the original audit report) of HPD's average response time of 2 days for responding to heat and hot water complaints, an average we have maintained across hundreds of thousands of unique complaints and through a challenging period in the city's history. Regarding HPD having not yet implemented the recommendation to improve collections for default judgments, your note that HPD was subject to court closures during the pandemic appropriately reflects HPD's effort and willingness to implement this recommendation.

HPD takes very seriously its commitment to the public as the enforcement agency for the Housing Maintenance Code, and we agree that New Yorkers should receive the most efficient and thorough service when we respond to serious housing conditions. That HPD has implemented, or is in the process of implementing, changes to improve our service is a testament to this commitment and to innovation. For recommendations where the OSC disagreed with HPD's original response, we value the open discussion we have had with you about our respective positions, and also value seeing that discussion reflected in your report.



Once again, thank you for providing the opportunity to review and respond to the Audit Report.

Sincerely,

A handwritten signature in black ink, appearing to read 'Adolfo Carrión', written in a cursive style.

Adolfo Carrión

