



Policy Statement 90-4 (February 13, 1990)

***Presence of Owners and Tenants
at DHCR Inspections***

This policy statement is being issued to clarify DHCR's procedures regarding inspections. Where it is determined that an inspection is required, neither the tenant nor the owner will be advised unless their presence is required by DHCR.

When a tenant files a complaint, DHCR will send the owner a copy of the complaint. If an inspection is required, it will be scheduled with the tenant only when access to the apartment is needed to investigate the complaint.

The owner or managing agent will be requested to be present at the inspection only in the following two circumstances:

- 1) Where the resolution of the complaint requires access to an area controlled by the owner (Examples: roof, basement or vacant apartment), the Inspection Section will contact the owner to schedule an appointment.
- 2) Where the owner asserts that he or she has not been able to gain access to the apartment in order to correct the service reduction listed in the tenant's complaint, then the Inspection Section will schedule an appointment at a time agreeable to both parties. At the time of the inspection, the tenant, the owner, and the owner's repair person(s) may be present. The procedures for scheduling a "No Access Inspection" are given in a separate Policy Statement.

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for Rent Administration*

This document is being reissued for informational purposes only.

The original document which contains signatures of authorization is on file at DHCR's Office of Rent Administration.

