



**New York State
Division of Housing and Community Renewal
Office of Rent Administration**

Policy Statement 90-5 (February 13, 1990)

***Arranging Repairs
No Access Inspections***

A “no-access” inspection may be conducted in response to an owner’s claim that a tenant (who has filed a service complaint or an objection to a rent increase application) has not provided access to his or her apartment to correct a service or equipment deficiency.

When the owner receives the copy of the tenant’s complaint from the DHCR, the owner has twenty days in which to respond. If the owner asserts that he or she is unable to gain access during this time, this fact should be included in the response. In order to obtain a “no-access” inspection, the owner should then submit to the DHCR copies of two letters to the tenant attempting to arrange access dates. Each of the letters must be mailed at least eight days before the proposed date for access and the second letter must be sent by certified mail, return receipt requested. The return receipt must also be submitted with the request for a “no-access” inspection.

DHCR will not schedule a “no-access” inspection without receiving proof that both of these letters were sent as specified. Exceptions to this policy will be made under emergency conditions or pursuant to court ordered proceedings.

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*Deputy Commissioner
for Rent Administration*

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

