

REQUEST FOR QUOTE GLOSSARY OF TERMS

This document defines important terms used in the Division of Housing and Community Renewal (DHCR) Rent Regulation System Modernization (RRSM) Request for Quote (RFQ).

RFQ INFORMATION
Title: Rent Regulation System Modernization
RFQ Number: 221110

RRSM Glossary	
Term	Definition
Annual Registration	Owners are required to continue filing an annual registration for a rent-regulated apartment until the apartment is deregulated. The Annual Apartment Registration Form must list rents and tenancy information as of April 1st of each year.
Application	Examples of applications filed by owners include rent restoration, rent increases, and Individual Apartment Improvements (IAI). Examples of applications filed by tenants include decreased services and Administrative Determinations.
Associated Case	Any case for the same building or apartment as the current case, or a case that a user has manually associated to the current case. As opposed to <i>Related Case</i> .
Authentication	A login process where the user verifies their username and password.
Authorization	The determination of what actions and data are available to a user as a result of identification and verification.
Automatic	Any process the solution initiates without manual interference. As opposed to <i>Manual</i> .
Block and Lot	The tax block and lot where a building is located.
Building ID Number (BIN)	A BIN is a unique identifier assigned to each NYC building and is used to track permits, codes, and violations.
Case	An investigation and all the activities, contacts, documents, and information pertaining to it.
Certification	Electronic identifier used on uploaded documents or documents attached to an email.
Complaint	Tenants may file overcharge complaints, lease violation complaints, service complaints, and harassment complaints.
Configuration	An arrangement of elements in a particular form, figure, or combination through minor software setting changes that can be implemented without custom changes to the base code.
Content Server	Content and document management technology that provides the foundation for Enterprise Content Management (ECM).
Correspondence	Includes any type of electronic or paper message between internal and external users.
Customization	The modification of a packaged product to meet individual requirements through the use of new code (e.g., programs, class files, and/or scripts).
Department of Taxation and Finance (DTF)	DTF administers state and local taxes and fees, works directly with local governments, and is responsible for the administration of the State's treasury. DTF's Division of the Treasury receives and disburses State funds and serves as a custodian of special funds.
Homes and Community Renewal (HCR)	HCR develops, preserves, and protects affordable housing and invests in economically vibrant communities. HCR works with many private, public, and nonprofit partners to create safe, healthy, and affordable housing opportunities for all New Yorkers.
Division of Housing and Community Renewal (DHCR)	DHCR invests in communities, preserves and protects affordable housing, and enforces New York rent control and rent stabilization laws.
Electronic	Any digital functionality.

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Emergency Tenant Protection Act (ETPA)	ETPA, or rent stabilization for non-rent-controlled apartments outside of NYC, applies to apartments in buildings of six or more units that were built before January 1, 1974, in localities that have adopted ETPA in Westchester, Nassau, and Rockland counties.
Enterprise Content Management (ECM)	Content Server, a content management platform that ORA primarily uses for documentation storage.
External User	System users external to DHCR. Includes tenants, tenant representatives, owners, owner representatives, trade organizations, and governmental staff outside of DHCR.
General Inquiry	The public may submit questions about rent-stabilized or rent-controlled buildings or apartments through an Oracle Service Cloud portal. Also called Rent Inquiry,
Hierarchy	Refers to the organization of data, records, cases, etc.
Historical Update and Tracking System (HUTS)	Implemented in 1984, HUTS currently processes DHCR's data management and case processing workflows. It is an in-house terminal-based application that was developed on a Rocket Model 204 backend database on an IBM mainframe platform.
Household	The individual or individuals who occupy a unit. This may include related individuals as well as unrelated individuals, such as lodgers, foster children, wards, partners, roomers, and employees.
Individual Apartment Improvements (IAI)	If an owner adds new services, improvements, or new equipment to an occupied, rent-regulated apartment, they can increase tenants' rent by a calculated amount for a specified amount of time. This increase is a NYS policy and is in addition to the regular annual Rent Guidelines Board (RGB) increases for rent-stabilized apartments and Maximum Base Rent (MBR) increases for rent-controlled apartments.
Initial Registration	An Initial Registration is required when an apartment first becomes subject to rent stabilization law registration requirements. With Initial Registrations, the building is usually newly constructed and has become subject to rent stabilization due to the receipt of 421 -A Tax Benefits and/or a NYC Regulatory Agreement. A copy of the Initial Registration form must also be served on the tenant.
Internal Application	Any DHCR solution restricted from public access.
Internal User	System users internal to DHCR, including all ORA, TPU, and OLA staff, among others. Also includes ITS staff.
Inventory	Any rent-controlled or rent-stabilized building or apartment.
Knowledge Transfer	The theory and practice in which information, processes, and tools are shared and hands-on practice is conducted.
Major Capital Improvement (MCI)	MCIs are building-wide improvements to systems such as boilers, windows, electrical rewiring, plumbing, and roofs. Unnecessary cosmetic improvements or work done in individual apartments that is not otherwise an improvement to the entire building are not eligible for MCIs.
Manual	The process of physically managing information in the solution. This can include editing a field, logging a walk-in, creating a case that was not created automatically by the solution, and any paper-based processes. As opposed to <i>Automatic</i> .
Maximum Base Rent (MBR)	In NYC, rent control operates under the Maximum Base Rent (MBR) system. Each apartment has an established MBR that is adjusted every two years to reflect changes in operating costs.
Maximum Collectible Rent (MCR)	The rent that rent-controlled tenants pay. The MCR is usually less than the MBR. By law, the MCR is the average of the five most recent RGB annual rent increases for one-year renewal leases or 7.5%, whichever is less.
NYC Department of Buildings (DOB)	DOB is the primary regulator of NYC construction and real estate. It enforces NYC's Construction Codes, Zoning Resolution, and the New York State Multiple Dwelling Law through review and approval of building plans, permitting and licensing functions, and inspections.
NYC Department of City Planning (DCP)	DCP is NYC's primary land use agency, working with neighborhoods and government agencies to design NYC's physical and socioeconomic framework.

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NYC Department of Finance (DOF)	DOF administers NYC's tax and revenue laws by collecting revenues, maintaining public property records, and managing NYC's treasury.
NYC Department of Housing Preservation and Development (HPD)	HPD preserves and develops affordable housing, enforces the housing maintenance code, and partners with communities for planning purposes.
Fire Department of the City of New York (FDNY)	FDNY provides fire protection, emergency medical care, and other critical public safety services to residents and visitors in the five boroughs.
NYC Independent Budget Office (IBO)	IBO provides nonpartisan information about NYC budget and tax revenues. This can include reviewing agency spending, program costs, historical trends, tax burdens, debt, or capital finances.
Occupant	Under rent stabilization, an individual other than a tenant or a member of a tenant's immediate family that occupies a premises with the consent of the tenant.
Office of Information Technology Services (ITS)	Provides centralized IT services to New York State and its governmental entities, sets statewide technology policy for all state government agencies, and monitors all large technology expenditures.
Office of Legal Affairs (OLA)	Provides legal advice, counsel, and representation to all DHCR offices and program areas and ensures that all matters comply with federal and state legal mandates.
Office of Rent Administration (ORA)	Oversees rent regulation to protect tenants in privately-owned buildings from illegal rent increases while allowing owners to maintain their buildings and realize a reasonable profit.
Owner	A fee owner, lessor, sublessor, assignee, net lessee, or a proprietary lessee of a housing accommodation in a structure or premises owned by a cooperative corporation or association, or an owner of a condominium unit or the sponsor of such corporation or association or condominium development, or any other person or entity, or agent of same, receiving or entitled to receive rent for the use or occupation of any housing accommodation.
Owner Rent Regulation Application (ORRA)	The ORRA online system contains and accepts five owner applications: <ul style="list-style-type: none"> • Individual Apartment Improvement Notification • Annual Rent Registration Online (ARRO) • Maximum Base Rent (MBR) • Owner's Application to Restore Rent • ETPA Guideline Survey Schedule
Petition for Administrative Review (PAR)	An administrative appeal alleging errors in fact or application of the law. Filed by an owner or tenant against an order issued by the Rent Administrator.
Preferential Rent	A rent charged by an owner to a tenant that is less than the established legal regulated rent. Pursuant to the Housing Stability & Tenant Protection Act (HSTPA) of 2019, tenants that were paying a preferential rent as of June 14, 2019, retain the preferential rent for the life of the tenancy. RGB increases and other increases allowed by the Rent Stabilization Law or ETPA are applied to the preferential rent.
Record	Records for rent-controlled and rent-stabilized inventory include copies of orders, case files, and registration filings, among other items. Records can be accessed by the appropriate tenants, owners, and delegates.
Registration	See <i>Annual Registration, Initial Registration, Registration Amendment, and Registration Add-On</i> .
Registration Add-On	Owners can submit a registration add-on to incorporate a missing apartment(s) into the registration record.
Rent Administrator	ORA Rent Administrators issue orders to tenants and/or owners specific to the application(s) and/or case(s) filed.
Registration Amendment	When an owner enters incorrect information as part of a registration submission, they can submit a registration amendment through an individual apartment form and/or a building summary form to correct the information.

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Related Case	Any case that is a predecessor or successor to the current case. As opposed to <i>Associated Case</i> .
Rent Connect	An application where tenants can file a complaint, request rent history, and submit a response to an open case.
Rent Control	<p>The rent regulation program which generally applies to residential buildings constructed before February 1947 in municipalities for which an end to the postwar rental housing emergency has not been declared. For an apartment to be under rent control, the tenant must generally have been living there continuously since before July 1, 1971, or for less time as a successor to a rent-controlled tenant.</p> <p>Rent control limits the rent an owner may charge for an apartment and restricts the right of an owner to evict tenants. It also obligates the owner to provide essential services and equipment.</p>
Rent Guidelines Board (RGB)	An agency responsible for setting yearly rent-rate adjustments for rent-stabilized apartments, with different RGBs for NYC and ETPA-regulated apartments. RGBs are appointed by their municipality's Mayor and consist of two members who represent tenants, two members who represent the real estate industry, and five public members.
Rent Operations and Case Tracking (ROCT)	The internal system used for DHCR electronic processing, analytics, and reporting.
Rent Overcharge	Tenants who think they are being overcharged can file an overcharge complaint with ORA. Owners of rent-stabilized apartments may be ordered to lower the legal rent and refund excess rent collected based on a finding of rent overcharge. A finding by DHCR of a willful rent overcharge by the owner may result in the assessment of treble damages.
Rent Reduction	<p>If ORA determines that an owner is not providing all required services, ORA will issue either an individual apartment or building-wide service reduction order.</p> <p>In rent-stabilized apartments, the rent is reduced by an amount equal to the most recent rent guideline increase. In rent-controlled apartments, the rent is reduced by a specific dollar amount based on the nature of the condition or decrease in service.</p>
Rent Stabilization Association (RSA)	The largest trade organization in New York City dedicated to protecting and serving the interests of the residential housing industry.
Rent Regulation System Modernization (RRSM)	The RRSM project will develop a modern, web browser-based application and reporting system that will streamline operational processes, improve customer service, and increase data accuracy and integrity.
Rent Restoration	An application filed by an owner to restore rents that were reduced by a rent reduction order. If granted, the effective date for rent-stabilized apartments is based on the date of the owner's application, and the effective date for rent-controlled apartments is prospective from the first day of the month after the issuance of the order.
Rent Stabilization	<p>Rent stabilization provides protections to tenants besides limitations on the amount of rent increases. Tenants are entitled to receive required services, to have their leases renewed, and may not be evicted except on grounds allowed by law.</p> <p>Rent stabilization generally covers buildings built after 1947 and before 1974, and apartments removed from rent control. It also covers buildings that receive J-51, 421-a, and 421-g tax benefits.</p>
Required Service	An owner must provide and maintain services and equipment furnished or required by Rent Control or Rent Stabilization regulations. Required or essential services include repairs, heat, hot and cold water, maintenance, painting and janitorial services, elevator service, and ancillary services such as garage and recreational facilities.
Solution Administrator	May be either a DHCR administrator and/or an ITS administrator. For technology support, these terms are interchangeable and based on solution process and business rules.
Tenant	Under rent stabilization, any person or persons named on a lease as lessee or lessees, or who is or are a party or parties to a rental agreement and obligated to pay rent for the use or occupancy of a housing accommodation. Under rent control and ETPA, a

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	tenant, subtenant, lessee, sublessee, or other person entitled to the possession or to the use or occupancy of any housing accommodation.
Tenant Protection Unit (TPU)	TPU was created to act as a proactive law enforcement office within DHCR. TPU preserves affordable housing by detecting and curtailing patterns and practices of landlord fraud and harassment through audits, investigations, and impactful legal actions.
Timestamp	Digital record of the time of a particular event's occurrence. Applied to email, comments, notes, etc.
Treble Damages	A penalty of three times the dollar amount of an overcharge that is payable to the tenant. This penalty, imposed by an order of ORA, is assessed against an owner when he or she willfully collects any rent in excess of the legal regulated rent.
Unauthenticated User	A user who does not need to be verified or logged in to perform certain actions.
Unified Court System/Office of Court Administration (OCA)	The Unified Court System promotes rule of law; OCA is the administrative arm of the court system.
Unit	A private, self-contained room rented or owned by an individual(s) for independent living. A unit can be a hotel, apartment, single room occupancy (SRO), condo, co-op, loft, or rooming house.
Watermark	Image or text that appears in a lighter shade behind the main text of a document. Often used to categorize or show the purpose of a document.
Webform	An online page that allows internal and external users to enter information.