



## Heat and Hot Water

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### Heat and Hot Water for Buildings in New York City

By law, building owners must provide all tenants with the following levels of heat and hot water:

**Heat** (During the heating season, October 1 through May 31)

- Between 6 a.m. and 10 p.m., heat must register at least 68 degrees Fahrenheit when the outside temperature falls below 55 degrees;
- Between 10 p.m. and 6 a.m., heat must register at least 62 degrees Fahrenheit.

**Hot Water** (24 hours a day, 365 days a year)

- Hot water must register at or above a constant temperature of 120 degrees at the tap.
- If a tub or shower is equipped with an anti-scald valve that prevents the hot water temperature from exceeding 120 degrees, the minimum hot water temperature for that tub or shower is 110 degrees.

The New York State Division of Housing and Community Renewal (DHCR) is authorized to reduce the rent of any rent regulated apartment in New York City when required heat and hot water services are not maintained. Tenants may file a *“Failure To Provide Heat And/Or Hot Water - Tenant Application For Rent Reduction”* (DHCR Form HHW-1). The complaint for an individual apartment may also be submitted online at [www.hcr.ny.gov](http://www.hcr.ny.gov). If more than one tenant wishes

to file a complaint, the tenants must attach a schedule to the HHW-1 form or file an *“Application For A Rent Reduction Based Upon Decreased Building-Wide Service(s)”* (DHCR Form RA-84). Applications based upon lack of adequate heat or hot water must be accompanied by a report from the appropriate city agency finding such lack of adequate heat or hot water. If the owner is found by DHCR to have failed to provide adequate heat or hot water, a rent reduction shall be ordered for rent stabilized apartments and may be ordered for rent controlled apartments and the owner will be prohibited from collecting any additional rent increases until the service is restored.

Rent controlled and rent stabilized tenants in New York City with heat and/or hot water complaints should call the **NYC Citizen Service Center at 311**.

A New York City Code Enforcement inspector will investigate your complaint and either issue a building violation or order emergency repairs to restore the services if they find the owner is not providing them.

If a tenant receives a rent reduction from DHCR and also receives another abatement or a rent credit because of the same conditions, the tenant cannot get both benefits at the same time.

### Heat and Hot Water for Buildings Located outside New York City

For most of the housing subject to ETPA, an owner must provide heat and hot water as a required service. If an owner is not obligated to provide heat and/or hot water, or the heat and/or hot water is paid for by the tenant, tenants should make sure that their guidelines increase is appropriate.

The local Guidelines Board may have issued a separate guideline for those properties. (See Fact sheet #26.)

The minimum standards for the provision of heat and hot water in ETPA municipalities are set forth in the New York State Property Maintenance Code (PMC):

**Heat:** In general, the PMC requires the provision of heat from September 15 through May 31 at the minimum temperature of 68 degrees Fahrenheit in all habitable rooms, bathrooms and toilet rooms.

**Hot Water:** In general, the PMC requires the provision of an adequate amount of water to be drawn at every required sink, lavatory, bathtub, shower and laundry facility at a temperature not less than 110 degrees Fahrenheit.

As local requirements may vary, tenants and owners are advised to consult their local building codes for the specific requirements applicable to their buildings.

To report a complaint for lack of heat or hot water, contact the local municipal building department or the County Health Department. If conditions persist over a sustained period of time, a decreased service complaint may be filed with the local DHCR Rent Office on “*Failure To Provide Heat And/Or Hot Water - Tenant Application For Rent Reduction*” (DHCR Form HHW-1) for an individual apartment, or an “*Application For A Rent Reduction Based Upon Decreased Building-Wide Service(s)*” (DHCR form RA-84) for a building wide complaint. Applications based upon lack of adequate heat or hot water must be accompanied by a report from the appropriate county or municipal agency finding such lack of adequate heat or hot water.

If the owner is found by DHCR to have failed to provide adequate heat or hot water, a rent reduction may be ordered for rent stabilized and rent controlled apartments.

If a tenant receives a rent reduction from DHCR and also receives another abatement or a rent credit because of the same conditions, the tenant cannot get both benefits at the same time.



➤ **Rent Connect:**  
rent.hcr.ny.gov

✉ **Ask a question:**  
portal.hcr.ny.gov/app/ask

🗣️ **For translation help:**  
hcr.ny.gov/language-accessibility

➤ **Our website:**  
hcr.ny.gov/rent

**To visit a Borough Rent Office, by appointment only, please contact:**

**QUEENS**  
92-31 Union Hall Street  
6th Floor  
Jamaica, NY 11433  
718-482-4041

**UPPER MANHATTAN**  
163 W. 125th Street  
5th Floor  
New York, NY 10027  
212-961-8930

**BRONX**  
1 Fordham Plaza  
4th Floor  
Bronx, NY 10458  
718-430-0880

**BROOKLYN**  
55 Hanson Place  
6th Floor  
Brooklyn, NY 11217  
718-722-4778

**LOWER MANHATTAN**  
25 Beaver Street  
New York, NY 10004  
212-480-6238

**WESTCHESTER**  
75 South Broadway  
3rd Floor  
White Plains, NY 10601  
914-948-4434