



Homes and
Community Renewal

Kathy Hochul, Governor
RuthAnne Visnaukas, Commissioner/CEO

2025 ANNUAL REPORT

OFFICE OF RENT ADMINISTRATION





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LETTER FROM THE COMMISSIONER/CEO

I am pleased to provide you with New York State Homes and Community Renewal's Annual Report of the Office of Rent Administration, as required by Part L of the Housing Stability and Tenant Protection Act of 2019.

With more than one million rent-stabilized and rent-controlled apartments in New York State, the majority in New York City, ORA is charged with overseeing and protecting this vital housing stock, a lifeline of stability for so many. Under Governor Kathy Hochul's leadership and in partnership with the Legislature, we continue to ensure the laws governing rent regulation are strictly enforced.

For example, the State's recently enacted law that increased penalties for late apartment registration has become a critical enforcement tool to prevent fraudulent rent increases and illegal deregulation. Due to ORA's persistent efforts since the law was enacted, more than 13,000 buildings covering 205,000 apartments have now come into compliance.

And earlier this year, a Tenant Protection Unit investigation resulted in a settlement that recovered on behalf of tenants more than \$3 million in unlawful water charges; this is, to date, the TPU's largest settlement impacting nearly 2,000 rent stabilized tenants.

These are the types of actions that send a powerful message that HCR is working tirelessly to uphold our rent laws and preserve our rent regulated housing stock. Importantly, these cases demonstrate how government works best – delivering decisive successes for New Yorkers and safeguarding affordability.

My thanks to Deputy Commissioner Anthony Tatano who has taken the helm of ORA this year and leads a team of 350 staff members across six office locations. Tony began his ORA career in 1989 and has steadily risen through the ranks demonstrating an important combination of expertise, diligence, and leadership.

We are also thrilled that Jooyeon Lee was appointed earlier this year as the new Deputy Commissioner for the Tenant Protection Unit. Jooyeon has already demonstrated how her legal expertise in affordable housing will benefit TPU operations for years to come.

More broadly, I thank our devoted staff at ORA, especially our District Council 37 members, whose tireless work is reflected in this report and whose commitment to the people of New York is as impressive as it is appreciated.

RuthAnne Visnauskas, Commissioner/CEO



Key Metrics of the Rent Regulated System

The Housing Stability and Tenant Protection Act (HSTPA) enacted sweeping changes to State law, greatly strengthening tenant protections for New Yorkers. One of these changes includes a commitment to increasing transparency, while seeking to ensure the confidentiality of personal information, by reporting on key metrics about the rent regulated system each year. These metrics provide a snapshot of the current rent regulated stock and illuminate trends over time as reporting increases.

As required by Part L of the HSTPA, reporting of key metrics covers unit registrations for the three fiscal years immediately preceding the release of this report; this corresponds to registration years 2022, 2023, and 2024. The report also includes these registration metrics for the 2025 registration year (the most recent available). MCI and overcharge case data, as well as TPU investigations, are presented for the three fiscal years immediately preceding the release of this report. For more information on the metrics of the rent regulation system, please see the Rent Registration Data Dashboard on the ORA website: <https://hcr.ny.gov/office-rent-administration-ora>.

The following table includes datapoints for the fourteen required metrics, where available. A detailed description of the datapoints, including data definitions, can be found in the Data Definitions and Technical Notes section.

Underlying Data 2025

2025 ORA Rent Report - Rent Regulated Apartment Supporting Data

<http://hcr.ny.gov/2025-ora-rent-report-rent-regulated-apartment-supporting-data>

2025 ORA Rent Report - Rent Regulated Building Supporting Data

<http://hcr.ny.gov/2025-ora-rent-report-rent-regulated-building-supporting-data>

| Rent Law Metrics | Data-point # | Datapoints | Reporting Geography | Registration Year 2022 SFY2022-23 | Registration Year 2023 SFY2023-24 | Registration Year 2024 SFY2024-25 | Registration Year 2025 SFY2025-26 |
|---|-----------------------------------|---|---------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| (i) the number of rent stabilized housing accommodations within each county; | 1 | RS units by county | Bronx County | 241,878 | 245,062 | 257,468 | 263,026 |
| | | | Kings County | 284,166 | 288,353 | 299,903 | 303,598 |
| | | | New York County | 262,116 | 261,947 | 263,618 | 262,558 |
| | | | Queens County | 175,640 | 179,128 | 181,706 | 185,340 |
| | | | Richmond County | 8,871 | 8,932 | 9,022 | 9,442 |
| | | | Nassau County | 8,135 | 8,158 | 7,707 | 8,132 |
| | | | Rockland County | 2,056 | 2,080 | 2,192 | 2,194 |
| | | | Westchester County | 28,760 | 28,701 | 29,350 | 28,933 |
| | | | Ulster County | 0 | 810 | 893 | 826 |
| | | New York State | 1,011,622 | 1,023,171 | 1,051,859 | 1,064,049 | |
| (ii) the number of rent controlled housing accommodations within each county; | 2 | RC units | New York State | | | | |
| (iii) the number of applications for major capital improvements filed with the division, the number of such applications approved as submitted, the number of such applications approved with modifications, and the number of such applications rejected; | 3 | MCI applications filed | New York State | 309 | 337 | 319 | |
| | 4 | MCI applications approved as submitted | New York State | 148 | 94 | 96 | |
| | 5 | MCI applications approved with modifications | New York State | 342 | 201 | 166 | |
| | 6 | MCI applications rejected | New York State | 110 | 38 | 64 | |
| (iv) the median and mean value of applications for major capital improvements approved; | 7 | Median value of approved MCI applications | New York State | \$208,372 | \$169,510 | \$174,459 | |
| | 8 | Mean value of approved MCI applications | New York State | \$358,285 | \$307,914 | \$319,231 | |
| (v) the number of units which were registered with the division where the amount charged to and paid by the tenant was less than the registered rent for the housing accommodation; | 9 | RS units with preferential rents | New York State | 324,508 | 315,464 | 313,775 | 300,121 |
| (vi) for housing accommodations that were registered with the division where the amount charged to and paid by the tenant was less than the registered rent for the housing accommodation, the median and mean difference between the registered rent for a housing accommodation and the amount charged to and paid by the tenant; | 10 | Median preferential rent discount | New York State | \$478 | \$480 | \$482 | \$487 |
| | 11 | Mean preferential rent discount | New York State | \$867 | \$838 | \$823 | \$819 |
| (vii) the median and mean registered rent for housing accommodations for which the lease was renewed by an existing tenant; | 12 | Median legal rent for RS units with lease renewal | New York State | \$1,542 | \$1,663 | \$1,720 | \$1,780 |
| | 13 | Mean legal rent for RS units with lease renewal | New York State | \$1,924 | \$2,098 | \$2,153 | \$2,223 |
| (viii) the median and mean registered rent for housing accommodations for which a lease was signed by a new tenant after a vacancy; | 14 | Median legal rent for RS units with vacancy lease | New York State | \$2,284 | \$2,152 | \$2,200 | \$2,271 |
| | 15 | Mean legal rent for RS units with vacancy lease | New York State | \$2,934 | \$2,782 | \$2,860 | \$2,898 |
| (ix) the median and mean increase, in dollars and as a percentage, in the registered rent for housing accommodations where the lease was signed by a new tenant after a vacancy; | 16 | Median increase in legal rent in units with vacancy lease (\$) | New York State | \$0 | \$56 | \$78 | \$79 |
| | 17 | Median increase in legal rent in units with vacancy lease (%) | New York State | 0% | 3% | 3% | 3% |
| | 18 | Mean increase in legal rent in units with vacancy lease (\$) | New York State | \$29 | \$91 | \$106 | \$111 |
| | 19 | Mean increase in legal rent in units with vacancy lease (%) | New York State | 2% | 5% | 6% | 6% |
| (x) the median and mean increase, in dollars and as a percentage, in the registered rent for housing accommodations where the lease was signed by a new tenant after a vacancy, where the amount changed to and paid by the prior tenant was the full registered rent; | 20 | Median increase in legal rent in units with vacancy lease and no previous pref. rent (\$) | New York State | \$0 | \$54 | \$69 | \$71 |
| | 21 | Median increase in legal rent in units with vacancy lease and no previous pref. rent (%) | New York State | 0% | 3% | 3% | 3% |
| | 22 | Mean increase in legal rent in units with vacancy lease and no previous pref. rent (\$) | New York State | \$45 | \$112 | \$113 | \$114 |
| | 23 | Mean increase in legal rent in units with vacancy lease and no previous pref. rent (%) | New York State | 4% | 7% | 7% | 7% |
| (xi) the median and mean increase, in dollars and as a percentage, in the registered rent for housing accommodations where the lease was signed by a new tenant after a vacancy, where the amount changed to and paid by the prior tenant was less than the registered rent; | 24 | Median increase in legal rent in units with vacancy lease and previous pref. rent (\$) | New York State | \$0 | \$59 | \$89 | \$90 |
| | 25 | Median increase in legal rent in units with vacancy lease and previous pref. rent (%) | New York State | 0% | 2% | 3% | 3% |
| | 26 | Mean increase in legal rent in units with vacancy lease and previous pref. rent (\$) | New York State | \$14 | \$70 | \$97 | \$105 |
| | 27 | Mean increase in legal rent in units with vacancy lease and previous pref. rent (%) | New York State | 1% | 3% | 3% | 4% |
| (xii) the number of rent overcharge complaints processed by the division; | 28 | Count of overcharge complaints processed | New York State | 818 | 972 | 1,375 | |
| (xiii) the number of final overcharge orders granting an overcharge; | 29 | Count of overcharges orders granted | New York State | 294 | 307 | 459 | |
| (xiv) the number of investigations commenced by the tenant protection unit, the aggregate number of rent stabilized or rent controlled housing accommodations in each county that were the subject of such investigations, and the dispositions of such investigations. | 30 | Count of investigations commenced by TPU | New York State | 2,651 | 2,832 | 1,412 | |
| | 31 | Count of RS and RC units subject to TPU investigations | Bronx County | 9,239 | 10,454 | 7,256 | |
| | | | Kings County | 11,345 | 8,876 | 6,307 | |
| | | | New York County | 5,723 | 6,854 | 15,715 | |
| | | | Queens County | 2,659 | 3,407 | 8,109 | |
| | | | Richmond County | 169 | 123 | 154 | |
| | | | Nassau County | 331 | 111 | 377 | |
| | | | Rockland County | 36 | 58 | 0 | |
| | | | Westchester County | 955 | 1,278 | 102 | |
| | New York State | 30,457 | 31,161 | 38,020 | | | |
| 32 | Disposition of TPU investigations | New York State | | | | | |

NOTE: All registration data are as of December 1st, 2025. As a result of lags in reporting, previously reported numbers (i.e. previous Annual Reports) are also updated to reflect latest data as of that date. Non-registration data are not reported for SFY 2025-26 until the conclusion of the SFY. Those numbers will be reported in next year's Annual Report.

DATA DEFINITIONS AND TECHNICAL NOTES

The Housing Stabilization and Tenant Protection Act of 2019, Section L, enumerates fourteen metrics to be included in tabular format for each of the three fiscal years preceding the date the report is due. This iteration of the report includes rent registration data for registration years 2022, 2023, and 2024, which corresponds to registrations that would have been submitted during State Fiscal Years 2022-23, 2023-24, and 2024-25, respectively. The report also includes these registration metrics for the 2025 registration year (the most recent available). Registration years capture lease information (where applicable) for leases that are effective on April 1 of the registration year and lease start dates must be prior to April 2 of the registration year. All registration data are as of December 1, 2025. For case-related metrics, which include data related to Major Capital Improvements (MCIs) and rent overcharges, data are presented for State Fiscal Years 2022-23, 2023-24, and 2024-25. Tenant Protection Unit (TPU) investigations data are also presented for State Fiscal Years 2022-23, 2023-24, and 2024-25.

Data Definitions

The metrics, as enumerated in the law and as presented in this report, are defined and described below.

- (i) **The number of rent stabilized housing accommodations within each county.** Rent stabilized housing accommodations are defined as rent stabilized units registered in annual registrations with DHCR Office of Rent Administration (ORA), excluding exit registrations. This data is presented by county and for New York State.
- (ii) **The number of rent controlled housing accommodations within each county.** The current rent registration system does not collect information on rent controlled units. The U.S. Census Bureau's New York City Housing Vacancy Survey provides estimates of rent controlled units within New York City. Those estimates can be found at <https://www.census.gov/programs-surveys/nychvs.html>.
- (iii) **The number of applications for major capital improvements filed with the division, the number of such applications approved as submitted, the number of such applications approved with modifications, and the number of such applications rejected.** The number of MCI applications filed are defined as the number of applications filed within the given fiscal year. The number of applications approved as submitted, approved with modifications, and rejected are defined as those applications which were processed and closed within the given fiscal year and which were granted as submitted, granted in part, or denied, respectively. Due to variations in processing times for MCI applications, the sum of applications granted, granted in part, and denied may not equal the number of applications filed in a relevant fiscal year.
- (iv) **The median and mean value of applications for Major Capital Improvements approved.** These values are defined as the median and mean of total approved costs for MCIs that were granted or granted in part in the relevant fiscal year.
- (v) **The number of units which were registered with the division where the amount charged to and paid by the tenant was less than the registered rent for the housing accommodation.** The report presents the number of units with preferential rents; units with preferential rents are defined as occupied rent stabilized units that are registered with a preferential rent amount that is less than the registered legal rent amount in the relevant registration year. See also additional technical notes for legal and preferential rent amounts, below.
- (vi) **For housing accommodations that were registered with the division where the amount charged to and paid by the tenant was less than the registered rent for the housing accommodation, the median and mean difference between the registered rent for a housing accommodation and the amount charged to and paid by the tenant.** The report presents the median and mean difference between the registered preferential and legal rent amounts for occupied rent stabilized units that are registered with a preferential rent amount that is less than the registered legal rent amount for the relevant registration year. See also additional technical notes for legal and preferential rent amounts, below.

- (vii) **The median and mean registered rent for housing accommodations for which the lease was renewed by an existing tenant.** The report presents the median and mean registered legal rent amounts for occupied rent stabilized units where a lease was signed within the twelve months prior to April 2 of the relevant registration year and at least one tenant was recorded as being the same person on both the prior and relevant registration year for the unit. See additional technical notes for information on tenant information and tenant matching methodologies, below. See also additional technical notes for legal and preferential rent amounts, below.
- (viii) **The median and mean registered rent for housing accommodations for which a lease was signed by a new tenant after a vacancy.** The report presents the median and mean registered legal rent amounts for occupied rent stabilized units where a lease was signed within the twelve months prior to April 2 of the relevant registration year and no tenant name in the relevant registration year records matches tenant name in the prior registration year records for the unit. See additional technical notes for information on tenant information and tenant matching methodologies, below. See also additional technical notes for legal and preferential rent amounts, below.
- (ix) **The median and mean increase, in dollars and as a percentage, in the registered rent for housing accommodations where the lease was signed by a new tenant after a vacancy.** The report presents the median and mean difference, in dollars and percent, in the legal registered rent amounts for the relevant and prior registration years for units that were registered as occupied rent stabilized units in both registration years, where a lease was signed within the twelve months prior to April 2 of the relevant registration year, and no tenant name in the relevant registration year records matches tenant name in the prior registration year records for the unit. See additional technical notes for information on tenant information and tenant matching methodologies, below. See also additional technical notes for legal and preferential rent amounts, below.
- (x) **The median and mean increase, in dollars and as a percentage, in the registered rent for housing accommodations where the lease was signed by a new tenant after a vacancy, where the amount changed to and paid by the prior tenant was the full registered rent.** The report presents the median and mean difference, in dollars and percent, in the legal registered rent amounts for the relevant and prior registration years for units that were registered as occupied rent stabilized units in both registration years, where a lease was signed within the twelve months prior to April 2 of the relevant registration year, where no tenant name in the relevant registration year records matches tenant name in the prior registration year records for the unit, and where there was not a registered preferential rent in the prior registration year. See additional technical notes for information on tenant information and tenant matching methodologies, below. See also additional technical notes for legal and preferential rent amounts, below.
- (xi) **The median and mean increase, in dollars and as a percentage, in the registered rent for housing accommodations where the lease was signed by a new tenant after a vacancy, where the amount changed to and paid by the prior tenant was less than the registered rent.** The report presents the median and mean difference, in dollars and percent, in the legal registered rent amounts for the relevant and prior registration years for units that were registered as occupied rent stabilized units in both registration years, where a lease was signed within the twelve months prior to April 2 of the relevant registration year, where no tenant name in the relevant registration year records matches tenant name in the prior registration year records for the unit, and where there was a registered preferential rent in the prior registration year. See additional technical notes for information on tenant information and tenant matching methodologies, below. See also additional technical notes for legal and preferential rent amounts, below.
- (xii) **The number of rent overcharge complaints processed by the division.** The report presents the total number of overcharge orders issued in the relevant fiscal year.

- (xiii) **The number of final overcharge orders granting an overcharge.** The report presents the total number of overcharge applications granted in the relevant fiscal year.
- (xiv) **The number of investigations commenced by the Tenant Protection Unit, the aggregate number of rent stabilized or rent controlled housing accommodations in each county that were the subject of such investigations, and the dispositions of such investigations.** These metrics are reported on a fiscal year basis. The report presents (1) TPU's investigation totals comprised of registration compliance initiative investigations, audits of registered legal regulated rents, and legal investigations, and (2) the number of rent stabilized units subject to such investigations; this unit data is presented by county and statewide. The dispositions of investigations are unable to be disclosed due to the nature of ongoing investigations.

TECHNICAL NOTES

Registered Legal and Preferential Rent Amounts. For the purposes of this report, a small number of registration records are omitted from mean, median, and year-over-year rent amount calculations to ensure calculable and interpretable results and to remove overtly errant records.

Monthly/Weekly Rent Amounts. Rent amounts are reported by landlords or their agents and may be reported as monthly or weekly amounts, with a small minority reported as weekly. All rent amounts in this report are reported as monthly amounts. Statistical analyses of legal rent amounts that are reported as weekly suggest that they are often flagged erroneously. Converting them to monthly amounts would likely result in exceptionally high rent values that would skew calculations, especially at the mean. Therefore, units with legal rent amounts that are reported as weekly are omitted from all calculations of rent amounts, as well as counts of units with preferential rents, with one exception: Single Room Occupancy (SRO) units. SROs are defined as units in rooming houses and hotels and are not required to have a kitchen or bathroom in each unit¹. Because these units are often occupied by transient residents, rents are most often collected on a weekly basis. Analyses of legal rent amounts in units flagged as SROs reported as weekly suggest that these are, in fact, weekly rents. Therefore, these observations are included in calculations and converted to monthly rents using the formula $[\text{RENT AMOUNT}] \times 52/12$. Additionally, units with both legal and preferential rent amounts and are in disagreement between monthly and weekly payment (e.g. the legal rent is reported as a weekly amount and the preferential rent is reported as a monthly amount) are omitted from all rent amount calculations, as well as counts of units with preferential rents. In total, omissions due to monthly/weekly rent amount issues account for approximately 0.1 percent of registered units annually.

Legal Rents Less Than \$1. Some registered units have registered legal rent amounts that are close to, or \$0. Including these units in calculations of year-over-year changes in rents can lead to extreme values that are not representative of actual changes in the stock or uninterpretable results such as infinity percent changes. Therefore, units with legal rent amounts of less than \$1 are omitted from all rent amount calculations. This omission accounts for less than 0.2 percent of registered units annually.

Tenant Matching to Determine New and Existing Tenants. The current rent registration system does not explicitly collect data on the continuity of tenancy for all units in the system across registration years. To identify new and existing tenants, HCR matched tenant names and IDs across registration years for the same unit. Due to variability in how landlords and their agents may enter these data from one year to the next, matching results are typically not 100 percent accurate. Review of a sampling of 2,000 units matched between registration years 2016 and 2017 demonstrated an estimated 98 percent accuracy in identifying new or existing tenants using this tenant matching methodology.

¹<https://hcr.ny.gov/system/files/documents/2023/11/fact-sheet-42-11-2023.pdf>



OFFICE OF RENT ADMINISTRATION (ORA)

ORA administers New York State’s Rent Laws, which are known as Rent Control and Rent Stabilization.

Rent Control is the older of the two systems of rent regulation. It dates to the housing shortage immediately following World War II and generally applies to buildings constructed before 1947 and where a tenant has been in continuous occupancy since 1971.

Rent Stabilization generally covers buildings with six or more apartments and that were built after 1947 and before 1974, and apartments removed from rent control. It may also cover buildings that receive tax benefits or subsidies.

Emergency Tenant Protection Act (ETPA) – Outside of New York City, rent stabilization laws and regulations cover certain localities in Nassau, Rockland, Ulster and Westchester counties through the Emergency Tenant Protection Act (ETPA). Per the enactment of the Housing Stability and Tenant Protection Act (HSTPA) in 2019, any locality in New York State can enact rent stabilization if a “declaration of emergency” regarding available apartments is made in the subject locality pursuant to the ETPA of 1974. Generally, the ETPA applies to buildings with six or more apartments that were built before 1974 but municipalities may limit the ETPA to buildings of a specific size.

The Laws are designed to protect tenants from unlawful rent increases, deficient services, harassment, and illegal evictions while also providing owners an adequate return on investment. As the administrator of the Rent Laws, ORA is responsible to responding to complaints and applications made by tenants and owners of the more than one million regulated apartments statewide.

OFFICE OF RENT ADMINISTRATION STRUCTURE

The Office of Rent Administration is comprised of four bureaus – a public facing bureau and three separate case processing bureaus that handle the various applications and complaints that can be filed by tenants and owners.

RENT INFORMATION BUREAU

- **PUBLIC INFORMATION UNIT** – Maintains five New York City-based Borough rent offices and a Westchester County district rent office. These offices serve the public by offering general information, assisting with specific inquiries, and providing and accepting required forms. The Westchester office also processes applications for senior citizens and disability rent increase exemptions for tenants in Westchester and Nassau counties. Staff in these offices respond to website form inquires, conduct information sessions over the phone and in-person and respond to calls made to the central telephone line.

- **RECORDS ACCESS UNIT** – Responds to requests from owners, tenants, and authorized representatives for access to various rent records.
- **RENT REGISTRATION UNIT** – Responds to requests from owners, tenants, and authorized representatives for access to various rent records.
- **DOCUMENTS/WEBSITE UNIT** – Responsible for creating printed material such as applications and fact sheets on owner and tenant rights, and for the continuous updating of ORA website pages with revised forms, new information, important announcements, and notifications of public meetings.
- **CENTRAL RECORDS UNIT** – Manages the storage of all paper and electronic files, the scanning of files, the retrieval of records for staff processing cases or for the public and the disposal of records.

RENT CONTROL/ EMERGENCY TENANT PROTECTION ACT BUREAU

- **CYCLICAL CASES UNIT** – Processes owner-filed Maximum Base Rent (MBR) cases as well as tenant challenges to the MBR for rent controlled apartments.
- **OWNER INDIVIDUAL UNIT** – Processes tenant rent control overcharge complaints as well as owner filings for rent increases in rent-controlled apartments.
- **RESEARCH AND ANALYSIS UNIT** – Provides the Cyclical Cases Unit with the biennial MBR Standard Adjustment Factor used in setting the Maximum Base Rent for rent controlled apartments. Provides statistical support to the Rent Guidelines Boards in the counties of Nassau, Rockland, and Westchester, and the city of Kingston. Creates statistical reports for various Operational Bulletins and Fact Sheets issued by ORA. Administers the owner filed online Maintenance and Operations Survey. Tracks the billing of rent stabilization fees to non-New York City building owners/municipalities.

STABILIZED TENANCY AND RENT REVIEW BUREAU (STARR)

- **OVERCHARGE UNIT** – Processes rent stabilized tenant complaints of rent overcharge, lease violations, and fair market rent appeals.
- **OWNER EVICTIONS UNIT** – Processes owner-filed substantial rehabilitation applications claiming deregulation as well as applications by owners seeking permission to “refuse to renew” leases based upon the fact that they plan to demolish the building.
- **APPEALS UNIT** – Tenants and/or owners that are aggrieved by a decision made by a Rent Administrator may file an appeal known as a “petition for administrative review” (PAR). The Appeals Unit will issue a decision in the form of a written order signed by the Deputy Commissioner.
- **REQUESTS FOR RECONSIDERATION UNIT (PAR)** – ORA may reconsider a case on application of either party to a proceeding, or on its own initiative where ORA finds that such order was the result of fraud, illegality, or irregularity in a vital matter. All requests for reconsideration of petitions for administrative review are decided in the STARR Bureau. If the request is granted the file is returned to the issuing Bureau for review and determination.

PROPERTY MANAGEMENT BUREAU

- **MAJOR CAPITAL IMPROVEMENT UNIT** – Processes owner-filed applications for rent increases based on major capital improvements (MCI), hardship rent increases, and for modification of building-wide or individual tenant services where the owner seeks to substitute or change an existing service provided to the tenant(s).
- **SERVICES UNIT** – Processes tenant applications for rent reductions based upon defective conditions. This includes situations in which the owner has failed to provide or maintain services or equipment in individual apartments and/or building wide. In addition, processes applications filed by owners when they make repairs and seek to restore the rent that was previously reduced. The Services Unit also processes all applications that cite emergency conditions such as vacate orders, fire damage and heat/hot water issues.
- **MULTI-SERVICES UNIT** – Processes tenants and/or owner applications seeking the status of the building and/or apartment where such facts are in dispute, in doubt or unknown; issues orders regarding tax abatement offsets lowering the amount a tenant owes pursuant to a MCI rent increase where the owner also received J-51 tax abatement; reviews applications from tenants regarding decreased services and owner-filed rent restoration applications for rent regulated buildings located outside of New York City; initiates administrative investigations to enforce the rent regulation laws, and determines owner-filed eligibility applications for certain individual apartment improvements.
- **APPEALS UNIT** – Tenants and/or owners that are aggrieved by a decision made by a Rent Administrator may file an appeal in the form of a “petition for administrative review” (PAR). The Appeals Unit will issue a decision in the form of a written order signed by the Deputy Commissioner.
- **ENFORCEMENT/COMPLIANCE UNIT (ECU)** – Investigates complaints by rent regulated tenants that they have been harassed by the building owner or their representatives as well as owners that have failed to comply with an Agency order. These matters are usually settled with owners paying a civil penalty and achieving compliance with the rent laws. In cases where such settlements are not reached, ECU attorneys participate in conferences conducted by DHCR’s Office of Legal Affairs Hearings Unit.
- **LATE REGISTRATION UNIT** – Commences proceedings against owners that do not file their annual building registration with the agency, as required. Non-compliant owners can be fined up to \$500 per unregistered unit for each month the registration is delinquent.

RENT REGISTRATION INITIATIVE UPDATE

In December 2023, Governor Hochul signed a bill into law that creates penalties for failure to register Rent Stabilized apartments in a timely manner. In the event a timely registration is not filed and after notice of such delinquency, an owner can be fined up to \$500 per unregistered unit for each month the registration is delinquent. Beginning with the 2024 registration cycle, ORA’s Late Registration Unit has identified over 17,000 buildings that were not in compliance with annual registration reporting requirements. Due to ORA’s efforts, more than 13,000 buildings covering 205,000 apartments have now come into compliance. ORA will continue to review delinquent registrations to ensure that owners comply with registration requirements.

- **INSPECTION UNIT** – Conducts field inspections of housing accommodations throughout the five counties of New York City as well as Nassau, Rockland, Westchester, the city of Kingston, and any other municipalities in New York State that opt-in to the Emergency Tenant Protection Act. These field inspections are conducted upon request from the case processing units to examine and evaluate housing conditions, and to obtain or verify information pertinent to the disposition of applications filed by owners and/or tenants.

TENANT PROTECTION UNIT

The TPU preserves renters' rights by detecting and curtailing patterns and practices of landlord fraud and harassment through audits, investigations, and legal actions. Currently, the TPU has two primary mechanisms for shielding tenants from harassment and preserving their rights:

- **AUDITS OF INDIVIDUAL APARTMENT IMPROVEMENTS (IAIs)** – The TPU's IAI audit initiative successfully weeds out fraudulent IAIs and unlawful rent increases. Where an unusual rent increase is identified, the TPU's audit team will demand records to substantiate the claimed rent increase and, when appropriate, work with the landlord to have any overcharges due to the tenant paid and the apartment registration corrected. When a settlement cannot be reached, the TPU can file an overcharge case with ORA. The audit of IAIs has resulted in the recovery or finding of more than \$10 million in overcharged rent for unsuspecting tenants.
- **LEGAL INVESTIGATIONS** – The TPU's investigations include high-profile matters that are litigated, referred to law-enforcement, resulted in the issuance of TPU subpoenas, or rent audits. Through its complex legal investigations, the TPU has entered into several comprehensive portfolio-wide settlement agreements with landlords who were systematically overcharging and harassing rent-regulated tenants.

TPU INVESTIGATION ENDS ILLEGAL WATER USE CHARGES

In October 2025, a TPU investigation resulted in a settlement that recovered on behalf of tenants more than \$3 million in unlawful water charges. The TPU's settlement came on the heels of overcharge orders affirmed by ORA finding the owner improperly charged rent stabilized tenants for water consumption. The settlement requires the landlord to cease charging rent regulated tenants for water usage and provide refunds with interest on amounts improperly collected. To date, this is the TPU's largest settlement impacting nearly 2,000 rent stabilized tenants.

In addition, the TPU partners with New York City and State agencies to bring investigation and enforcement actions in the Tenant Harassment Prevention Task Force and routinely conducts building and apartment inspections. In addition to its enforcement activities, the TPU works with community organizers, legal services organizations, and tenant groups to hold workshops and resource fairs to educate tenants about their rights under the rent regulations and laws.

The TPU has expanded its enforcement efforts into the mid-Hudson Valley by securing additional personnel and office space in the region and actively engaging with community organizers, elected officials, legal service providers and other local stake holders in the city of Kingston. The Unit has also begun expanding its role to support the tenants in manufactured home parks on a wide range of issues, including provision of essential services, illegal rent increases, and applicability of changes under the HSTPA.

PROGRAM LEADERSHIP

OFFICE OF RENT ADMINISTRATION (ORA)

Anthony J. Tatano, Deputy Commissioner

Office of Rent Administration

Bruce Falbo, Bureau Chief

Rent Information Bureau

Derek Frederick, Deputy Bureau Chief

Rent Information Bureau

Sarah McCray, Bureau Chief

Stabilized Tenancy and Rent Review Bureau

Jerry M. Scher, Deputy Bureau Chief

Stabilized Tenancy and Rent Review Bureau

April Gray-Huertas, Bureau Chief

Property Management Bureau

Guy Alba, Assistant Commissioner

Rent Control/ETPA

Michael Berrios, Sr. Executive Assistant

TENANT PROTECTION UNIT

Jooyeon Lee, Deputy Commissioner

Argyro Boyle, Assistant Commissioner/ Legal Director

Lewis Gray, Director, Audit/Investigatory

Jonathan Hurt, Deputy Legal Director

OFFICE OF RESEARCH AND STRATEGIC ANALYSIS (ORSA)

Simon McDonnell, Chief Research Officer

Steven King, Director, ORSA

Davis Winslow, Assistant Director of Research and Data Methodology

Bobbetta Davis, Quantitative Data and Policy Analyst

CONTACT ORA

The Borough Rent Offices provide information and assistance to tenants and owners of rent controlled and rent stabilized apartments. Tenants can request registered rent histories of their apartment as well as information about cases that may affect their rent. In addition, they can access fact sheets and forms on many topics including rent overcharges, leases, services, and security deposits.

Owners can request registered rent rolls for buildings, case information, and related copies of orders. They can also receive technical assistance in completing rent registration forms and applications pertaining to MCIs, rent restoration, and MBR reports.

For details on the new procedural guidance for office visits and scope of services, please see:

<https://hcr.ny.gov/bro-scope-service>

ORA RENT INFO LINE, CALL: 833-499-0343

Visit the ORA website at: <https://hcr.ny.gov/office-rent-administration-ora>

Contact the Tenant Protection Unit at: 212-872-0788 or via email: TPUinfo@hcr.ny.gov

Bronx Borough Rent Office

1 Fordham Plaza, 4th floor Bronx,
New York 10468

Lower Manhattan Borough Rent Office

25 Beaver Street, 2nd Floor New
York, New York 10004

Upper Manhattan Borough Rent Office

Adam Clayton Powell, Jr. State
Office Building

163 West 125th Street, 5th Floor
New York, New York 10027

Brooklyn Borough Rent Office

55 Hanson Place, 6th floor
Brooklyn, New York 11217

Queens Borough Rent Office

Gertz Plaza
92-31 Union Hall Street, 6th Floor
Jamaica, New York 11433

Westchester County Rent Office

75 South Broadway, 3rd Floor
White Plains, New York 10601