



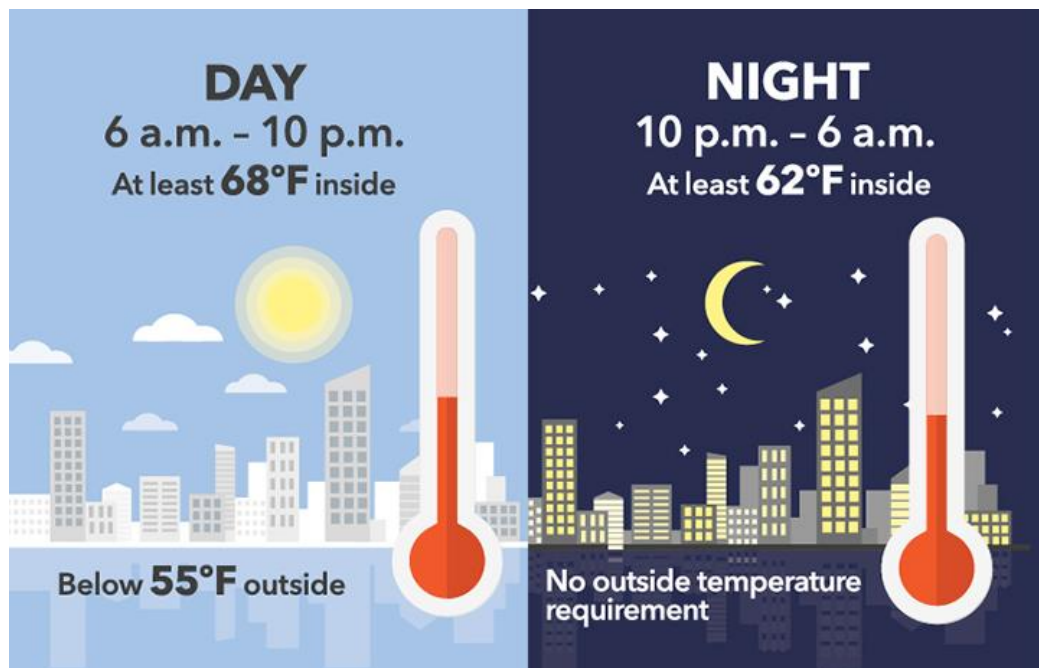
A Division of the New York Legal Assistance Group

**LegalHealth**  
Professional Partnership to Promote Well Being<sup>®</sup>

*This is general information, not legal advice. Patients should consult an attorney for specific guidance.*

## Heat & Hot Water

*Building owners are legally required to provide heat and hot water to their tenants. Hot water must be provided 365 days per year and heat must be provided between October 15 and May 15 as stated below.*



- What if a patient's landlord isn't providing heat or hot water?
  - Call 311 to make a complaint about the lack of heat and hot water. Write down the complaint number so follow up can be done.
  - Keep a log of the inside and outside temperature every day there is a problem with heat and or hot water.
- What if the landlord does not restore heat and/or hot water after receiving a violation?
  - NYC Department of Housing & Preservation Corporation's Emergency Repair Program may contract with private companies to restore essential services and bill the owner for the cost of repairs.
  - Refer patient to LegalHealth clinic to discuss advocacy and evaluate legal action.

More questions? Refer patients for an appointment with a LegalHealth attorney to discuss their case.