

Selected Government Resources for Community Groups

NYC.gov

New York City's official website includes pages on elected officials, community boards, 311, and links to city agency websites - www.nyc.gov

The Mayor's Community Affairs Unit – [nyc.gov/cau](http://www.nyc.gov/cau)

Online contact portal for the CAU: <http://www.nyc.gov/html/mail/html/mailcau.html>

Find your Community Board: <http://www.nyc.gov/html/cau/html/cb/main.shtml>

Graffiti Free NYC: http://www.nyc.gov/html/cau/html/qol/anti_graffiti.shtml

The Public Advocate

For a more “hands-on” approach than 311, contact the Constituent Services Unit

- Telephone Hotline: (212) 669-7250 Monday-Friday from 9 AM to 5 PM
- Email: GetHelp@pubadvocate.nyc.gov Fax: (212) 669-4701
- Online Request Form at: <http://pubadvocate.nyc.gov/content/constituent-request-form>
- Mail: Office of the NYC Public Advocate, Attn: Constituent Services Department, 1 Centre St., 15th Fl. New York, NY 10003
- Office Hours: Monday-Friday 9:30am to 4:30pm, 1 Centre St., 15th Fl

The Comptroller's Office

Community Action Center: (212) 669-3916 Email: action@comptrollernyc.gov

A helpful FAQ page with phone numbers: <http://www.comptroller.nyc.gov/bureaus/cac/faq.shtml>

The Borough Presidents (please also find applications for Community Board Membership here)

Bronx (Ruben Diaz Jr.): <http://bronxboropres.nyc.gov/>

Brooklyn (Marty Markowitz): <http://brooklyn-usa.org/index.htm>

Manhattan (Scott Stringer): <http://www.mbps.org/>

Queens (Helen Marshall): <http://www.queensbp.org/>

Staten Island (James P. Molinaro): <http://statenilandusa.com/>

Street Activity Permits

The Mayor's Street Activity Permit Office (SAPO) issues permits for street fairs, festivals, block parties, green markets, commercial/promotional and other events on the City's streets and sidewalks.

- Applications should be submitted to Community Boards 90 days before event date
- SAPO accepts online permit applications as well as paper, but the online version is recommended—visit <http://www.nyc.gov/html/cecm/html/office/office.shtml>
- Hand delivered applications can be delivered to CECM – Street Activity Permit Office, 100 Gold Street, 2nd Fl, New York, NY 10038
- For more information, call (212) 788-7567

If the Community Board denies an application, the applicant has the right to appeal this determination within five business days of receipt by writing to the Director of SAPO at 100 Gold Street 2nd Floor, New York, NY 10038. If the Director of SAPO denies the event, the applicant has the right to appeal within five business days of receipt, by writing to the Executive Director of the Office of Citywide Event Coordination and Management (CECM) at 100 Gold Street 2nd Floor, New York, NY 10038.

Sidewalk Repair

Under Section 19-152 of the Administrative Code of the City of New York, property owners are responsible for installing, repairing and maintaining sidewalks adjoining their properties. Sidewalk Inspectors inspect sidewalks and

notify the property owner of needed repairs. In the event timely repairs are not made by the property owner, the City MAY hire private construction firms to make the repairs. The City bills the property owner for the costs of the repairs.

- To contact the Sidewalk Program, either call 311 or write to Sidewalk Program, NYC Department of Transportation, 30-30 Thomson Avenue, 5th Floor, LIC, NY, 11101.

Street Tree/Other Forestry Service Requests

The Parks Department (www.nycgovparks.org) has developed an online forestry service request system.

- To request a street tree, report a damaged or dead tree, notify parks of illegal tree damage, submit a report of potentially hazardous trees or branches, or report an undesirable root, sewer, or sidewalk condition, visit: http://www.nycgovparks.org/sub_permits_and_applications/forestry_service_request.html. The 311 Customer Service Center will provide you with a tracking number and details about how your concern will be addressed.
- To contact the Street Tree Planting Office call (718) 760-6794

Trash Pick-Up Requests

Private residences or non-profit organizations may request collection services for a specific address.

- Trash collection requests should be submitted in writing under "Attention: New Service": via fax at (212) 788-3915, or by mail to NYC Department of Sanitation, 125 Worth Street, Room 700, New York, NY 10013
- The service request should state that the applicant is requesting Department of Sanitation collection services for his/her premises, and the following information/document should also be included: 1. Full address of the premises; 2. Name and daytime phone number of a contact person; 3. A copy of the Certificate of Occupancy (Temporary one is acceptable, not required for non-profit organizations that lease or rent their space)
- The applicant will be notified of the scheduled start date of services and the days of collections approximately 2 weeks after the Collection Office receives the request with all the required documents. For additional information, please contact the Collection Office at (646) 885-4830.

When planning a volunteer clean-up day, take advantage of services from the Department of Sanitation. Call its Community Liaison Unit at (646) 885-DSNY *at least four weeks in advance* for equipment loan and debris pickup.

Civilian Complaint Review Board: (800) 341-CCRB/ (800) 341-2272

Anyone who has knowledge of police misconduct can file a complaint with the CCRB.

- Call the CCRB hotline 24 hours a day, 7 days a week: dial 311.
- File a complaint in person at 40 Rector Street, 2nd Floor, Manhattan, Monday-Friday, 8 AM-5 PM
- File online using the online complaint form- <https://www.nyc.gov/html/ccrb/html/complaint.html>
- Write a letter to the CCRB at 40 Rector St, 2nd Floor or visit any NYPD precinct to file a complaint.

City Council Committees and Chairpersons

When you are working on an issue, it is helpful to know where your elected officials have particular interests and noteworthy power. Keeping track of the Committees on which Council members sit can help you choose targets for your advocacy.

- For a list of committees: <http://legistar.council.nyc.gov/Departments.aspx>. To see what committees your Council Member sits on, select the 'City Council' tab at the top of the page.

Watchdog Groups, Commentary, and Sources of Information for Organizers

- Website of the *Independent Budget Office*. A publicly funded, nonpartisan source of information about New York City's Budget - <http://www.ibo.nyc.ny.us/>
- Newsletter on politics and policy published by the *Citizens Union*. Also includes a searchable database of city laws since 2002 so that you can see what the laws are and who voted for them! - <http://www.gothamgazette.com/>
- Prepared by the *Office of the Attorney General* to keep citizens informed about New York State Government - <http://www.sunlightny.com/snl1/faces/app/index.jsp>
- *The League of Women Voters* provides information on elections and links to websites for elected officials - <http://www.lwvny.org/nycgovern.html>
- Good government watchdog group - <http://www.citizensunion.org/home>
- Know your rights! Rent guidelines board - <http://www.housingnyc.com/>
- GothamSchools is a running conversation about what works and what doesn't in NYC schools - <http://gothamschools.org/>