

HPD Open Data

Complaint

The Department of Housing Preservation and Development (HPD) records complaints that are made by the public through the 311 Citizen Services Center, Code Enforcement Borough Offices or the internet for conditions which violate the New York City Housing Maintenance Code (HMC) or the New York State Multiple Dwelling Law (MDL). Each complaint is associated with one or more problems reported by the complainant. Problems are closed if a tenant verifies by phone that the condition was corrected or an inspection result is entered by an HPD inspector. A complaint is closed when all associated problems are closed.

The initial file will contain all complaints received since March 4, 2013. The information is updated monthly. Each new file will contain the information about complaints that were opened or closed during the month covered by the file. A complaint will be added to the file based on the date a complaint was received.

Complaints are identified by a ComplaintID. A complaint may be opened in one month and closed in another. In that case there will be an entry identified by the ComplaintID in the first month showing that the Complaint was opened and an entry with a matching ComplaintID in the second month showing that the Complaint was closed. If a complaint is opened and closed in the same month, there will be one record for that complaint, showing its creation date as well as its closed status.

Several changes were implemented starting with the file available on October 1, 2013. First, the StatusDate field was added to the Problem element. Second, Complaints are now included if the status of any problem associated with the complaint changes. Third, to facilitate tracking of the lifecycle of complaints with all their problems, the October 1 file contains not only complaints whose status, or the status of any of its problems, changed in September, 2013, but also all complaints that were open as of September 30, 2013.

Note that the inclusion of complaints if any of its problems' status has changed has the effect of increasing the size of the files, since more complaints will have status changes in any particular time period.

Additional changes were implemented starting with the file available on August 1, 2014. First, the UnitType field was added to the Problem element as a LookupValue. Second, the format of the pipe-delimited files was changed to include the numeric value assigned to LookupValue elements. For more details, see the description of the pipe-delimited files at the end of this document.

Data Dictionary

The Complaint information is provided in two formats: XML and pipe-delimited values text.

XML File Format

The XML file is named Complaintsyyyyymmdd.xml, where the date indicates the last day of the month covered by the file. Schema files defining the XML format are included in the zip package containing this file. The root schema file is called “services.hpd.gov.xsd”. The XML structure is pretty simple, containing the following major elements

ComplaintOpenData

- Description – a brief description of the data set
- InformationURL – an url where related information can be found
- SourceAgency – the agency providing the data (HPD)
- SourceSystem – the agency’s system for managing the data
- StartDate – the first day of the month covered by the file
- EndDate – the last day of the month covered by the file
- Complaints
 - Complaint (one or more)
 - <multiple elements; see below>

The ComplaintOpenData element is the root element and contains some descriptive elements as well as the Complaints collection, which contains Complaint elements. Each Complaint element contains elements about the complaint, including a Problems collection containing Problem elements.

ComplaintOpenData Element

Element Name	Data Type	Description
Description	String	a brief description of the data set
InformationURL	String	a URL where related information can be found
SourceAgency	String	the agency providing the data (HPD)
SourceSystem	String	the agency’s system for managing the data
StartDate	dateTime	the first day of the month covered by the file
EndDate	dateTime	the last day of the month covered by the file

Complaint Element

Element Name	Data Type	Description
ComplaintID	long	System generated unique identifier given to a complaint record
BuildingID	long	Unique identifier given to a building record
Borough	LookupValue	Complaint borough (see Boro below)
HouseNumber	String	Complaint house number
StreetName	String	Complaint street name
Zip	String	Complaint zip code

Block	int	Number assigned by DoF identifying the Tax block the lot is on
Lot	int	Unique number assigned by DoF within a Block identifying a lot
Apartment	String	Number of the unit or apartment in a building
CommunityBoard	long	Unique number identifying a Community District/Board, which is a political geographical area within a borough of the City of NY
ReceivedDate	DateTime	Date when the complaint was received
ReferenceNumber	String	Contains the unique identifier of the complaint record from external sources. If complaint is made through 311, the field will contain the service request number. If problem is found during an inspection, the field will contain the ComplaintID, if found during reinspection, the field will contain InspectionID
Status	LookupValue	Numeric value representing the complaint status (see ComplaintStatus below)
StatusDate	DateTime	Date when the complaint status was updated
Problems	Array of Problems	Problems associated with this complaint

Problem Element

Element Name	Data Type	Description
ProblemID	long	Unique identifier of this problem
ComplaintID	long	Unique identifier of the complaint this problem is associated with
UnitType	LookupValue	Type of space where the problem was reported (see ProblemUnitType below)
SpaceType	LookupValue	Type of space where the problem was reported (see ProblemSpaceType below)
Type	LookupValue	Numeric code indicating the problem type (see ProblemType below)
MajorCategory	LookupValue	The major category of the problem (see ProblemMajorCategory below)
MinorCategory	LookupValue	The minor category (see ProblemMinorCategory below)
Code	LookupValue	The problem code (see ProblemCode below)
Status	LookupValue	The status of the problem (see ProblemStatus below)
StatusDate	DateTime	Date when the problem status was updated
StatusDescription	String	Status description

Boro LookupValue Element

Element Name	Data Type	Description
GroupName	String	“Boro”
SeqNo	Long	Boro code (1 = Manhattan, 2 = Bronx, 3 = Brooklyn, 4 = Queens, 5 = Staten Island)
ShortName	String	“MN”, “BX”, “BK”, “QN”, “SI”
LongName	String	“Manhattan”, “Bronx”, “Brooklyn”, “Queens”, “Staten Island”
Order	Int	Not applicable

ComplaintStatus LookupValue Element

Element Name	Data Type	Description
GroupName	String	“ComplaintStatus”
SeqNo	Long	Status code (1 = Open, 2 = Close)
ShortName	String	“Open”, “Close”
LongName	String	“Open”, “Close”
Order	Int	Not applicable

ProblemUnitType LookupValue Element

Element Name	Data Type	Description
GroupName	String	“ProblemUnitType”
SeqNo	Long	See below
ShortName	String	See below
LongName	String	See below
Order	Int	Not applicable

ProblemUnitType Values

SeqNo	ShortName	LongName
91	APARTMENT	APARTMENT
92	BUILDING-WIDE	BUILDING-WIDE
93	PUBLIC AREA	PUBLIC AREA

ProblemSpaceType LookupValue Element

Element Name	Data Type	Description
GroupName	String	“ProblemSpaceType”
SeqNo	Long	See below
ShortName	String	See below
LongName	String	See below
Order	Int	Not applicable

ProblemSpaceType Values

SeqNo	ShortName	LongName
541	BATHROOM	BATHROOM
542	BEDROOM	BEDROOM
543	ENTIRE APT	ENTIRE APARTMENT
544	BUILDING-WIDE	ENTIRE BUILDING
545	ENTRANCE	ENTRANCE/FOYER
546	KITCHEN	KITCHEN
547	LIVING ROOM	LIVING ROOM
548	OTHER	OTHER ROOM/AREA
549	PRIVATE HALL	PRIVATE HALL
550	BUILDING-WIDE	BUILDING-WIDE
551	AIR SHAFT	AIR SHAFT
552	BALCONY	BALCONY/TERRACE
553	BASEMENT	BASEMENT
554	COMMUNITY BTHRM	BATHROOM
555	BOILER ROOM	BOILER ROOM
556	BLDG ENTRANCE	BUILDING ENTRANCE
557	CELLAR	CELLAR
558	COMPACTOR CLOSE	COMPACTOR CLOSET
559	CORNICE	CORNICE
560	COURT	COURTYARD
561	ELEVATOR	ELEVATOR
562	FIRE ESCAPE	FIRE ESCAPE/EGRESS
563	FIRE PASSAGEWAY	FIRE EXIT/PASSAGEWAY
564	FIRE STAIRS/TWR	FIRE STAIRS/TOWER
565	GARAGE	GARAGE
566	PUBLIC HALL	HALLWAY
567	COMMUNITY KITCH	KITCHEN
568	LAUNDRY ROOM	LAUNDRY ROOM
569	LOBBY	LOBBY
570	METER ROOM	METER ROOM
571	OTHER	OTHER ROOM/AREA
572	OUTSIDE	OUTSIDE
573	ROOF	ROOF
574	STAIRS	STAIRS

575	STOOP	STOOP
576	STORAGE ROOM	STORAGE ROOM
577	YARD	YARD

ProblemType LookupValue Element

Element Name	Data Type	Description
GroupName	String	“ProblemType”
SeqNo	Long	See below
ShortName	String	See below
LongName	String	See below
Order	Int	Not applicable

ProblemType Values

SeqNo	ShortName	LongName
1	EMERG	EMERGENCY
2	HAZAR	HAZARDOUS
3	N EMERG	NON EMERGENCY
4	DIRE	IMMEDIATE EMERGENCY
8	REFERRAL	REFERRAL

ProblemMajorCategory LookupValue Element

Element Name	Data Type	Description
GroupName	String	“ProblemMajorCategory”
SeqNo	Long	See below
ShortName	String	See below
LongName	String	See below
Order	Int	Not applicable

ProblemMajorCategory Values

Problem

SeqNo	ShortName	LongName
8	APPLIANCE	APPLIANCE
9	PLUMBING	PLUMBING
10	ELECTRIC	ELECTRIC
11	GENERAL	GENERAL
12	HEATING	HEATING
13	NONCONST	NONCONST
27	CONSTRUCTION	CONSTRUCTION
28	PAINT - PLASTER	PAINT/PLASTER
48	STRUCTURAL	STRUCTURAL
56	DOOR/WINDOW	DOOR/WINDOW

57	ELEVATOR	ELEVATOR
58	FLOORING/STAIRS	FLOORING/STAIRS
59	HEAT/HOT WATER	HEAT/HOT WATER
61	OUTSIDE BLDG	OUTSIDE BUILDING
62	SAFETY	SAFETY
63	UNSANITARY	UNSANITARY CONDITION
65	WATER LEAK	WATER LEAK

MinorCategory LookupValue Element

Element Name	Data Type	Description
GroupName	String	"ProblemMinorCategory"
SeqNo	Long	See below
ShortName	String	See below
LongName	String	See below
Order	Int	Not applicable

ProblemMinorCategory Values

SeqNo	ShortName	LongName
56	AIR-CONDITIONER	AIR-CONDITIONER
57	DISHWASHER	DISHWASHER
59	ELEC/GAS-RANGE	ELECTRIC/GAS RANGE
61	REFRIGERATOR	REFRIGERATOR
63	BATHTUB	BATHTUB/SHOWER
64	SHOWER-STALL	SHOWER-STALL
65	BASIN/SINK	BASIN/SINK
66	TOILET	TOILET
67	WATER-LEAKS	WATER-LEAKS
68	WATER-SUPPLY	WATER SUPPLY
69	BELL-BUZZER/INT	BELL-BUZZER/INTERCOM
70	ELECTRIC-SUPPLY	ELECTRIC-SUPPLY
71	ELECTRIC-WIRING	WIRING
72	LIGHTING	LIGHTING
73	CABINETS	CABINET
75	CERAMIC-TILE	CERAMIC-TILE
77	DOORS	DOORS
79	FIRE-ESCAPE	FIRE-ESCAPE
80	FLOOR	FLOOR
81	GAS	COOKING GAS
82	LOCKS	LOCKS
83	MAILBOX	MAILBOX
87	STAIRS	STAIRS
88	VENTILATORS	VENTILATORS
90	WINDOWS	WINDOWS
92	HEAT-PLANT	HEAT-PLANT
93	RADIATOR	RADIATOR
94	SPACE-HEATER	SPACE HEATER
97	ILLEGAL	ILLEGAL

98	JANITOR/SUPER	JANITOR/SUPER
100	ODOR	ODOR
101	RUBBISH	RUBBISH
102	SMOKE DETECTOR	SMOKE DETECTOR
103	SMOKE-FUMES	SMOKE-FUMES
104	STORAGE	STORAGE
106	VERMIN	VERMIN
107	VIBRATIONS	VIBRATIONS
112	MOLD	MOLD
174	SEWER	SEWER
190	COLLAPSING BLDG	COLLAPSING BUILDING
191	ELEVATOR	ELEVATOR
192	PAVEMENT	PAVEMENT
193	RAIN LEADER	RAIN LEADER
194	ROOF	ROOF
196	HEAT RELATED	HEAT RELATED
197	CEILING	CEILING
198	WALLS	WALL
199	DOORS/FRAME	DOOR/FRAME
200	WINDOW/FRAME	WINDOW/FRAME
201	CABINETS	CABINET
286	BUILDING	BUILDING OBS. VACANT
287	RADIATOR	RADIATOR
291	RADIATOR	RADIATOR
298	CARBON MONOXIDE	CARBON MONOXIDE
304	SPRINKLER	SPRINKLER
305	VENTILATORS SYS	VENTILATION SYSTEM
311	BOILER ROOM KEY	BOILER ROOM KEY
312	SIGNAGE	SIGNAGE
313	WINDOW GUARDS	WINDOW GUARDS
316	VACANT APT	VACANT APARTMENT
321	MICROWAVE	MICROWAVE
322	PORCH/BALCONY	PORCH/BALCONY
323	WATER-LEAKS	WATER-LEAKS
331	CONCRETE/CEMENT	CONCRETE/CEMENT
333	DOOR	DOOR
334	DOOR FRAME	DOOR FRAME
335	DOOR TO DMBWTR	DOOR TO DUMBWAITER
336	STORM WINDOW	STORM WINDOW
337	WINDOW FRAME	WINDOW FRAME
338	WINDOW PANE	WINDOW PANE
339	NOLIGHTING	NO LIGHTING
340	OUTLET/SWITCH	OUTLET/SWITCH
341	POWEROUTAGE	POWER OUTAGE
342	MAINTENANCE	MAINTENANCE
343	FLOOR	FLOOR
344	STAIRS	STAIRS
345	BLL/BZZR/INTRCM	BELL/BUZZER/INTERCOM
346	JANITOR/SUPER	JANITOR/SUPER

347	SIGNAGE MISSING	SIGNAGE MISSING
348	APARTMENTONLY	APARTMENT ONLY
349	ENTIREBUILDING	ENTIRE BUILDING
352	ADMINISTRATION	ADMINISTRATION
353	ADULT	ADULT
354	BLDGPOSTING	BUILDING POSTING
355	FIRESAFTY DCAL	FIRE SAFETY DECAL
356	GRAFFITI	GRAFFITI
357	SENIOR	SENIOR
358	VACANT	VACANT
359	CHIMNEY	CHIMNEY
360	FENCING	FENCING
361	GUTTER/LEADER	GUTTER/LEADER
362	PAVEMENT	PAVEMENT
363	PORCH/BALCONY	PORCH/BALCONY
364	ROOFDOOR/HATCH	ROOF DOOR/HATCH
365	ROOFING	ROOFING
366	SKYLIGHT	SKYLIGHT
367	BOILER	BOILER
368	STEAMPIPE/RISR	STEAM PIPE/RISER
369	CODETECTOR	CARBON MONOXIDE DETECTOR
370	FIREESCAPE	FIRE ESCAPE
371	SMOKEDETECTOR	SMOKE DETECTOR
372	SPRINKLER	SPRINKLER
373	WNGRDBRKN/MSG	WINDOW GUARD BROKEN/MISSING
374	GBG/RCYCLNG STG	GARBAGE/RECYCLING STORAGE
375	MOLD	MOLD
376	PESTS	PESTS
377	SEWAGE	SEWAGE
379	DAMPSPOT	DAMP SPOT
380	HEAVYFLOW	HEAVY FLOW
381	SLOWLEAK	SLOW LEAK

ProblemCode LookupValue Element

Element Name	Data Type	Description
GroupName	String	“ProblemCode”
SeqNo	Long	See below
ShortName	String	See below
LongName	String	See below
Order	Int	Not applicable

ProblemCode Values

SeqNo	ShortName	LongName
605	LEAKING	LEAKING UNDER UNIT
616	LEAKING	LEAKING AT SUPPLY PIPE CONNECTION
617	LEAKING	LEAKING INTO OTHER APARTMENT

619	STALL	DRAIN PIPE CLOGGED
622	FLOOR	LEAKING TO FLOOR BELOW
624	PIPE-BROKEN	DRAIN PIPE BLOCKED OR BROKEN
629	BOWL-LEAKING	BOWL CRACKED OR LEAKING
631	BOWL-LOOSE	BOWL LOOSE OR WOBBLY
633	BOWL-STOPPED	BOWL STOPPED UP
634	FLUSHO-LEAKS	CONTINUOUSLY RUNS
635	TANK- FLUSH	FLUSH HANDLE BROKEN OR MISSING
636	TANK-CRACKED	TANK CRACKED OR LEAKING
637	WATER-LINE	WATER SUPPLY LINE IS LEAKING/ SHUT OFF VALVE
640	ROOF-LEAK	LEAKY ROOF
644	WATER-SUPPLY	LOW WATER PRESSURE
645	COLD-WATER	NO COLD WATER
647	NO-HOT- WATER	NO HOT WATER
649	NO-WATER-SUPPLY	NO WATER SUPPLY TO ENTIRE BUILDING " DIRE "
652	INTERCOM	NOT ACCESSIBLE TO PUBLIC
658	ENTIRE-BUILDING	NO SUPPLY TO ENTIRE BUILDING "DIRE
672	FIXTURE-SPARK	FIXTURE SPARKS WHEN TURNED ON
677	LIGHTS-FLOOR	NO LIGHTS ON ONE FLOOR
678	WATER-PRESENT	FIXTURE WET OR FLOODED
679	DEFECTIVE	DAMAGED OR MISSING
680	FALLING	FALLING OFF WALL
714	ROOM-WITHIN	TO ROOM WITHIN APARTMENT, BROKEN, DEFECTIVE, MISSING
733	COLLAPSED	COLLAPSED OR PULLING AWAY FROM WALL
738	SHOE-BROKEN	BROKEN OR DEFECTIVE
742	FLOOR-TORN	FLOOR COVERING TORN, DEFECTIVE, MISSING
745	LARGE-AREA	HOLE, WALKING AREA
769	BANISTER	BANISTER BALUSTERS HANGING/MISSING/LOOSE
776	STAIRS	TREAD STEP LOOSE, BROKEN, CRACKED OR MISSING
792	WINDOW-LOCK	LOCK MISSING / BROKEN
795	FIRE ESCAPE	FIRE ESCAPE WINDOW INOPERATIVE/ OBSTRUCTED
800	HEAT-ELECTRICAL	BOILER IS DOWN / NO ELECTRICITY
801	HEAT-LEAKING	BOILER IS LEAKING
802	HEAT-SMOKING	BOILER SMOKING/ EMITTING FUMES
803	HEAT-PIPING	BROKEN HEAT PIPING
804	HEAT-BURNER	BURNER IS INOPERATIVE, MISSING OR DEFECTIVE
809	HEAT-OIL	NO OIL TO BURNER
810	STEAM-CRACKED	STEAM RISER IS CRACKED/ BROKEN
846	RAW SEWER	RAW SEWAGE ACCUMULATION
898	UNIT WINDOW	UNIT LOOSE IN WINDOW FRAME
900	DETACHED	SINK DETACHED FROM WALL
905	CYLINDER LOCK	BUILDING ENTRANCE,DOUBLE CYLINDER LOCK-VIOLATION
1265	FLEX HOSE IS BK	FLEX HOSE IS BROKEN
1271	BASIN BKN OR DE	BASIN BROKEN/LEAKING
1277	CONT ABOVE APT	CONTINUOUS FROM ABOVE APT
1302	OTHER	OTHER
1305	OTHER	OTHER
1315	BRICKS LOOSE	BRICKS LOOSE, FALLING AT FRONT, REAR AND SIDE OF BLDG "DIRE"

1316	BROWNSTONE/WALL	BROWNSTONE WALL CHIPPING, PIECES FALLING "DIRE"
1320	CRACKS IN EXTER	CRACKS IN EXTERIOR WALLS "DIRE"
1322	PARAPET WALLS	PARAPET WALLS FALLING "DIRE"
1323	SIDEWALK BRIDGE	SIDEWALK BRIDGE COLLAPSING "DIRE"
1324	FRNT STOOP SAG	STOOP AT FRONT SAGGING "DIRE"
1335	GLASS DOOR BKN/	GLASS IN DOOR BROKEN OR MISSING
1337	LIGHT FXTR INOP	LIGHT FIXTURE IN CAR INOPERATIVE
1344	FRNT ENT/BKN	FRONT ENTRANCEWAY, BROKEN OR CRACKED
1346	OBSTR/DEFEC/MIS	OBSTRUCTED, DEFECTIVE OR MISSING
1350	DOOR/SCUTTLE/BK	DOOR OR SCUTTLE HATCH MISSING, BROKEN OR DEFECTIVE
1351	DOOR/SCUTTLE/LO	DOOR OR SCUTTLE HATCH PADLOCKED, NAILED OR INOPERABLE
1352	SKYLIGHT/BKN/MI	SKYLIGHT BROKEN / MISSING
1358	NO HEAT	NO HEAT
1359	NO HOT WATER	NO HOT WATER
1360	NO HEAT/WATER	NO HEAT& HOT WATER
1364	BULGING	BULGING/HOLE/CRACKED
1387	EXCES/APT	EXCESSIVE STORAGE
1389	COLLAPSING	COLLAPSING OR FALLING
2396	30 DAYS INSP	30 DAYS INSPECTION
2397	DISCON PUB HALL	LOOSE OR DISCONNECTED IN PUBLIC HALL "DIRE"
2399	SHUT-OFF	SHUT OFF VALVE BROKEN
2400	RADIATOR-LEAK	LEAKS AT SUPPLY CONNECTION
2444	UNIT LOOSE	UNIT LOOSE IN WALL FRAME
2445	GAS SHUT_OFF VA	GAS SHUT-OFF VALVE LEAKING
2446	OVEN DOOR	OVEN DOOR MISSING OR BROKEN
2447	PILOT LIGHT INO	PILOT LIGHT OUT
2448	DISCARDED	DISCARDED WITH DOOR INTACT (Inside Bldg.)
2450	INOPERATIVE	UNIT IS INOPERATIVE/ DEFECTIVE - MEDICAL NECESSITY
2451	DIRTY / UNSAN	DIRTY AND UNSANITARY
2452	MIRROR BKN/MISS	MIRROR IN CAR, BROKEN OR MISSING
2453	BROKEN/ CRACKED	BROKEN OR CRACKED
2454	PULLING AWAY	PULLING AWAY
2456	INOPER/ MISSING	SYSTEM IS INOPERATIVE OR MISSING
2457	APT	NO SUPPLY TO APARTMENT
2458	PUBLIC AREA	NO ELECTRIC SUPPLY/LIGHTS TO PUBLIC AREA "DIRE"
2459	NO-SUPPLY	NO SUPPLY TO SOME ROOMS
2461	ILLEGAL TAPS	ILLEGAL
2462	DEF/SEALED OUT	OUTLETS SEALED OR DEFECTIVE
2463	DIMS	DIMS OR FLICKERS
2464	FIXT MISS/HANG	FIXTURE MISSING/HANGING/LOOSE
2465	NO LIGHT	NO LIGHTS AT FRONT OF BUILDING
2466	LIGHTS-YARD	NO LIGHTS AT YARD OR COURT
2468	BROKEN /CUT	BROKEN / CUT HAZARD
2469	LOOSE-WALL	LOOSE FROM WALL AT SHOWER/ BATHROOM
2474	DOOR-FRAME	DOOR FRAME, BROKEN OR DEFECTIVE
2475	DUMBWAITER	DUMBWAITER DOOR, MISSING / OPEN
2477	ROOF-LOCKED	TO ROOF, NOT SELF CLOSING
2479	ADJOINING-BLDG	ADJOINING BUILDING OR PARTY WALL BALCONY DEMOLISHED

2480	BALCONY	BALCONY/ BASKET REMOVED
2481	GOOSE NECK	GOOSE NECK/DROP LADDER DEFECTIVE/MISSING
2482	DEBRIS/CLUTTER	CLUTTERED BY DEBRIS / OBSTRUCTED
2483	REMOVED	REMOVED
2484	LARGE HOLE	HOLE, NON-WALKING AREA
2485	SAGGING	SAGGING OR SLOPING
2486	BROKE / DEF	BROKEN OR DEFECTIVE
2487	SHUT- OFF	SHUT-OFF
2489	BOX BRKN/MISS	BOX BROKEN OR MISSING
2490	MOLD	MOLD
2491	BANISTER-RAIL	HANDRAIL MISSING FROM WALL
2492	LANDING BROKE	INTERMEDIATE LANDING-PLATFORM BROKEN
2493	LANDING MISSING	INTERMEDIATE LANDING-PLATFORM MISSING
2494	STEPS LOOSE	MULTIPLE CONSECUTIVE TREADS LOOSE, BROKEN, MISSING
2495	BUILDING/GARAGE	MECHANICAL NOT WORKING RESIDENTIAL BUILDING GARAGE
2496	KIT/BTHRM	MECHANICAL NOT WORKING, KITCHEN OR BATHROOM
2497	BROKEN FRAME	LOOSE/ BROKEN FRAME OR SASH
2498	BROKEN/MISSING	GLASS PANE BROKEN / MISSING
2499	SASH	SASHES STUCK AND INOPERABLE
2500	BOILER INOP/MIS	BOILER INOPERATIVE / MISSING
2501	DEF / MISS	DEFECTIVE / MISSING
2502	JANITOR	DOES NOT LIVE WITHIN ONE BLOCK
2503	SUPERINTENDENT	NONE AVAILABLE
2504	NO EMER CONTACT	NO SIGNAGE INDICATING EMERGENCY CONTACT INFO
2505	ACCUMULATION	ACCUMULATION
2506	GARBAGE CANS	INADEQUATE AMOUNT OF GARBAGE CANS
2507	DEFECT/MISSING	DEFECTIVE / MISSING
2508	SIGNAGE MISSING	SIGNAGE MISSING
2509	SOOT	FROM HEATING PLANT - SOOT
2510	FLEAS	FLEAS
2511	FLIES	FLIES
2512	MICE	MICE
2513	RATS	RATS
2514	ROACHES	ROACHES
2515	TERMITES	TERMITES
2516	OTHER	OTHER
2517	BEDBUGS	BEDBUGS
2518	PEELING PAINT	PEELING OR FLAKING PAINT
2519	BULGING/LOOSE	BULGING / LOOSE
2520	COLLAPSING	COLLAPSING OR FALLING
2521	CRACKED	HOLE OR CRACKED
2522	HOLE	HOLE
2523	PAINT DIRTY	DIRTY OR UNSANITARY
2524	PLASTER PEELING	CHIPPED/PEELING/FLAKING
2525	PEELING/FLAKING	PEELING OR FLAKING PAINT
2526	PEELING/FLAKING	PEELING OR FLAKING PAINT
2527	CRACKED	CRACKED
2528	HOLE	HOLE

2529	PEELING	CHIPPED/PEELING/FLAKING
2530	PAINT DIRTY	DIRTY OR UNSANITARY
2531	PEELING PAINT	PEELING OR FLAKING PAINT
2532	LEAKING	CONTINUOUS LEAKING
2533	FAUCET-BROKEN	FAUCET BROKEN/MISSING/LEAKING
2534	LEAKY PIPE	PIPE LEAKING
2535	MISSING	BASIN MISSING
2536	CHIPPING	BASIN CHIPPED OR RUSTED
2538	BROKE/MISSING	BROKEN OR MISSING
2539	OBSTRUCTED	OBSTRUCTED
2540	FAUCET	FAUCET BROKEN/MISSING/LEAKING
2541	CHIPPING/ERODE	CHIPPED OR RUSTED
2542	RADIATOR-BROKEN	AIR VALVE BROKEN OR MISSING
2543	DISCONNECT APT	LOOSE OR DISCONNECTED
2544	STEAM RISER	STEAM RISER IS CRACKED OR BROKEN
2545	SUMMER HEAT	HEAT UP IN SUMMER
2546	CRACKED/MISSING	CRACKED OR LEAKING
2547	BRKN/BLK DRAIN	BROKEN OR BLOCKED DRAIN
2548	BRKN/BLOCK PIPE	BROKEN OR BLOCKED PIPE
2550	SHOWER	BROKEN OR DEFECTIVE
2551	FAUCET	FAUCET IS BROKEN, LEAKING OR MISSING
2552	PORCELAIN	PORCELAIN IS CHIPPING / METAL IS ERODING
2553	PIPE	LEAKING AT SUPPLY CONNECTION
2554	FLUSHOMETER	BOWL FLUSHOMETER (HANDLE) IS BROKEN / MISSING
2555	BOWL REMOVED	BOWL REMOVED OR MISSING
2556	CEILING	FROM CEILING / WALL DAMP OR WET
2557	CASCADING	CASCADING FROM CEILING / WALL
2558	NO COLD/HW ONE	NO COLD/HOT WATER SUPPLY TO ONE ROOM ONLY
2559	SCALDING	SCALDING HOT WATER
2560	NO WATER	NO WATER
2561	MISSING	SPRINKLER SYSTEM MISSING
2562	PAINTED	SPRINKLERHEADS PAINTED
2563	MISSING HEAD	SPRINKLERHEADS MISSING
2564	NO WATER	NO WATER
2565	MISSING-FLOOR	MISSING FROM FLOOR IN BATHROOM
2574	SIGN MISS	NO SIGNAGE/IMPROPER SIGNAGE
2588	DEFECTIVE	DEFECTIVE
2589	EXPOSED	EXPOSED
2590	MISSING-FLOOR	MISSING FROM FLOOR IN PUBLIC HALLS
2591	BROKEN	BROKEN/DEFECTIVE/MISSING
2592	BROKEN-DEFECT	BROKEN/DEFECTIVE/MISSING
2596	FLOOR SIGNS MIS	FLOOR SIGNS MISSING
2597	HOUSE NUMBER (E	HOUSE NUMBER (EXTERNAL) MISSING
2598	BOILER ROOM KEY	BOILER ROOM KEY SIGNAGE MISSING
2601	WINDOW GUARDS	CHILD UNDER 11-MISSING/IMPROPERLY INSTALLED
2602	WINDOW GUARDS	TENANT REQ/NO CHILD UNDER 11-MISSING/IMPROPERLY INSTALLED
2608	VACANT APT	VACANT APARTMENT OPEN AND ACCESSIBLE
2613	SEEP BASE/CELL	SEEPING INTO BASEMENT/CELLAR

2614	GAS LEAK	GAS LEAK
2615	NO OVEN PROVIDE	NO OVEN PROVIDED
2616	OVEN NOT WORK	OVEN NOT WORKING
2617	KNOBS MISS/BROK	CONTROL KNOB BROKEN OR MISSING
2618	NO GAS	NO GAS
2619	MISSING/INOPER	BROKEN OR MISSING
2620	MISS/DEFEC/INOP	MISSING, DEFECTIVE OR INOPERABLE
2621	MISS HANDL/SHEL	MISSING LOOSE HANLDE OR SHELVING
2622	BROKE DOOR SEAL	BROKEN DOOR SEAL
2623	INOPERABLE	INOPERABLE
2624	FRAYED	FRAYED
2625	SMOKE/SPARKING	SMOKING/SPARKING
2626	FREQ BLOWN FUSE	FUSE BLOWS OUT
2627	MISS COV PLATE	MISSING COVER PLATE
2628	MISS BROKE RAIL	MISSING BROKEN RAILING
2629	NOT CONNECTED	NOT CONNECTED TO WATER SUPPLY OR SEWER DRAIN
2651	NO GAS/ELECTRIC	NO GAS OR ELECTRICITY
2652	OVEN DOOR LOOSE	OVEN DOOR LOOSE
2653	RANGE/OVEN BRKN	RANGE/OVEN BROKEN OR MISSING
2654	BRKN OR MISSING	BROKEN OR MISSING
2655	CTRL KNOB BRKN	CONTROL KNOB BROKEN OR MISSING
2656	DOOR PART BRKN	DOOR HANDLE BROKEN OR MISSING
2657	FREEZERDOORBRK N	FREEZER DOOR BROKEN OR MISSING
2658	FREEZER NOISY	FREEZER MAKING LOUD NOISE
2659	ODOR UNKNOWN	ODOR FROM UNKNOWN CAUSE
2660	SHELF BROKEN	SHELF BROKEN/LOOSE/MISSING
2661	LEAKS EXT WALL	LEAKS OR MOISTURE FROM EXTERIOR WALL
2662	OTHER	OTHER
2664	BRKN / MISSING	BROKEN OR MISSING
2665	LOCK BRKN/MISS	LOCK BROKEN OR MISSING
2666	NEED KEY EXIT	NEEDS KEY FOR EXIT
2667	NOT SELF CLOSE	NOT SELF-CLOSING
2668	FRAME BROKEN	FRAME BROKEN
2669	BROKEN OR OPEN	BROKEN OR OPEN
2670	BRKN OR MISSING	BROKEN OR MISSING
2671	LOCK BRKN/MISS	LOCK BROKEN OR MISSING
2672	WINDOW STUCK	WINDOW STUCK CLOSED OR OPEN
2673	GLASS BRKN/MISS	GLASS BROKEN OR MISSING
2674	SMOKE/SPARKING	SMOKING OR SPARKING
2675	ONE ROOM/AREA	ONE ROOM OR AREA
2676	MISS CVER PLATE	MISSING COVER PLATE
2677	OUTLET DEFECT	OUTLET SEALED OR DEFECTIVE
2678	ENTIRE APT	ENTIRE APARTMENT
2679	ENTIRE BUILDING	ENTIRE BUILDING
2680	HALLS/STAIRS	HALLS AND STAIRS ONLY
2681	MULTI RMS/AREAS	MULTIPLE ROOMS OR AREAS
2682	CIRCUIT DEFECT	CIRCUIT BREAKER IS DEFECTIVE
2683	DIRTY/UNSANITRY	DIRTY OR UNSANITARY

2684	GLASS/MIRR BRKN	GLASS OR MIRROR BROKEN
2685	LIGHT FIXT BRKN	LIGHT FIXTURE BROKEN
2686	BRKN/DEFECTIVE	BROKEN OR DEFECTIVE
2687	FLR COVR DAMAGE	FLOOR COVERING TORN OR MISSING
2688	HOLE NOWLK AREA	HOLE IN NON-WALKING AREA
2689	HOLE WALK AREA	HOLE IN WALKING AREA
2690	SAGGING/SLOPING	SAGGING OR SLOPING
2691	TILE BRKN/MISS	TILE BROKEN OR MISSING
2692	BANISTER BRKN	BANISTER HANGING/MISSING/LOOSE
2693	STEPS BRKN/MISS	CONSECUTIVE STEPS BROKEN/MISSING
2694	HANDRAIL MISS	HANDRAIL MISSING FROM WALL
2695	LANDING BRKN	LANDING PLATFORM BROKEN
2696	LANDING MISSING	LANDING PLATFORM MISSING
2697	STAIR CVR BRKN	STAIR COVERING TORN OR MISSING
2698	STAIRCASE BRKN	STAIRCASE SAGGING OR MISSING
2699	STEP BRKN	STEP LOOSE/BROKEN/CRACKED/MISSING
2700	BRKN OR MISSING	BROKEN OR MISSING
2701	INACCESSIBLE	INACCESSIBLE
2702	DIRTY/UNSANITRY	DIRTY OR UNSANITARY
2703	DOOR BROKEN	DOOR BROKEN
2704	HANDLE BRKN	HANDLE BROKEN OR MISSING
2705	NO JANITOR SITE	NO JANITOR AVAILABLE
2706	BOILER ROOM KEY	BOILER ROOM KEY
2707	BLDG ST NUMBER	BUILDING STREET NUMBER
2708	C/MONOXIDE UNIT	CARBON MONOXIDE DETECTOR
2709	FLOOR NUMBER	FLOOR NUMBER
2710	SUPER EMERG CNT	JANITOR/SUPER EMERGENCY CONTACT
2711	SMOKE DETECTOR	SMOKE DETECTOR
2712	BRKN OR MISSING	BROKEN OR MISSING
2713	NO HEAT	NO HEAT
2714	HEAT ON SUMMER	HEAT ON IN SUMMER
2715	NO HEAT	NO HEAT
2716	NO HEAT/HOT WTR	NO HEAT AND NO HOT WATER
2717	NO HOT WATER	NO HOT WATER
2718	BOILER DR BRKN	BOILER ROOM DOOR DEFECTIVE
2719	BOILER RM LIGHT	BOILER ROOM LIGHTS DEFECTIVE
2720	LOCK BOIL DOOR	LOCKS TO BOILER RM DOOR
2721	ACCESS BASEMENT	PROVIDE ACCESS TO BASEMENT
2722	REMOTE LBL MISS	REMOTE CONTROL LABELS MISSING
2723	STEAM RTRN LINE	STEAM RETURN LINES
2724	WTR FEED LEAK	WATER FEED LINE(S) LEAKING
2729	TENANT REQ STP	OCCUPANT REQUESTS STP APPLICATION
2730	BLDG INSPECT	OPEN/CLOSE BUILDING/PUBLIC AREAS/VACANT APTS FOR INSPECTION
2731	RPM MONTH INSP	RPM TO PERFORM MONTHLY INSPECTION
2732	RPM ROUT INSP	RPM TO PERFORM ROUTINE INSPECTION
2733	RPM VAC BLDG	RPM TO PERFORM VACANT BUILDING INSPECTION
2734	RPM SURVEY LL38	RPM TO PERFORM VISUAL SURVEY (LL38)
2735	TRESPASSER REM	TRESPASSER REMOVAL

2736	APT UNSANITARY	APARTMENT IN UNSANITARY CONDITION
2737	MEDICAL PROBLEM	MEDICAL PROBLEMS
2738	APT NUMBER SIGN	APARTMENT NUMBER SIGN
2739	FIRE SAFE PLAN	FIRE SAFETY PLAN
2740	HPD RESP SIGN	HPD OWNER/MANAGER/SUPER SIGN
2741	NO TRESPASS SGN	NO TRESPASSING SIGN
2742	MISSING	MISSING
2743	REMOVE GRAFFITI	REMOVE GRAFFITI
2744	CLEANING	CLEANING
2745	CLEAN SUPPLY RQ	CLEANING SUPPLIES REQUIRED
2746	SPC WORK ASSIGN	SPECIAL WORK ASSIGNMENT
2747	SUPER INCOMP	SUPER INCOMPETENT
2748	SUPER CANT WORK	SUPER UNABLE TO PERFORM
2749	OTHER	OTHER
2750	NO SMK DET POST	SMOKE DETECTOR NOTICE NOT POSTED
2751	OBSERVED OCCUPY	OBSERVED TO BE OCCUPIED
2752	OBSERVED VACANT	OBSERVED TO BE VACANT
2753	BULGING	BULGING
2754	CHAIN LINK BRKN	CHAIN LINK BROKEN
2755	CHAIN LINK RUST	CHAIN LINK IS CORRODED
2756	CHAIN LINK MISS	CHAIN LINK IS MISSING
2757	WOOD LEANING	WOOD LEANING
2758	WRGHT IRON RUST	WROUGHT IRON CORRODED
2759	WRGHT IRON MISS	WROUGHT IRON IS MISSING
2760	BLOCKED/MISS	BLOCKED OR MISSING
2761	BRKN/CRACKED	BROKEN OR CRACKED
2762	BRKN/MISS RAIL	BROKEN OR MISSING RAILING
2763	BRKN OR MISSING	BROKEN OR MISSING
2764	LEAKING	LEAKING
2765	NAIL/LOCK SHUT	NAILED OR LOCKED SHUT
2766	NO SELF-CLOSING	NOT SELF-CLOSING
2767	LEAKING	LEAKING
2768	BRKN OR MISSING	BROKEN OR MISSING
2769	LEAKING	LEAKING
2770	TILE BRKN/MISS	TILE BROKEN OR MISSING
2771	CABINET DAMAGED	CABINET DAMAGED OR MISSING
2772	NO WATER	NO WATER
2773	NO WATER	NO WATER
2774	BOILER OVERLOAD	BOILER IS DOWN (MOTOR GOES INTO OVERLOAD)
2775	BOILER NO ELEC	BOILER IS DOWN (NO ELECTRICITY)
2776	BOILER NO START	BOILER IS DOWN (NO IGNITION)
2777	BOILER NO RELAY	BOILER IS DOWN (RELAY IN SAFETY)
2778	BOILER DEFECT	BOILER IS DOWN (RELAY IS DEFECTIVE)
2779	BOILER FLOOD	BOILER IS FLOODING
2780	BOILER RUNS ALL	BOILER RUNS CONTINUOUSLY
2781	BROKEN	BROKEN
2782	BURNER INOP/DEF	BURNER IS INOPERATIVE, MISSING OR DEFECTIVE
2783	PUMP INOPERABLE	CIRCULATION PUMP IS INOPERABLE

2784	EMR SWITCH DEF	EMERGENCY OR REMOTE SWITCH DEFECTIVE
2785	NO OIL BURNER	NO OIL TO BURNER
2786	OIL LINE LEAK	OIL LINE(S) LEAKING - TANK TO BOILER
2787	OVERHAUL BOILER	OVERHAUL BOILER
2788	SMOKING/FUMES	SMOKING OR FUMES
2789	AIR VENT BROKEN	AIR VENT BROKEN
2790	BRKN OR MISSING	BROKEN OR MISSING
2791	MISSING/REMOVED	MISSING OR REMOVED
2792	BANGING NOISE	BANGING NOISE
2793	CRACKED/BRKN	CRACKED OR BROKEN
2794	LEAKING	LEAKING
2795	DISCONNECTED	DISCONNECTED
2796	NO WATER	NO WATER
2797	TEST SPRINKLER	ANNUAL TESTING OF SPRINKLER SYSTEM, FILE TO BLDGS DEPT.
2798	BRKN/MISSING	BROKEN OR MISSING
2799	BLOCKED	BLOCKED
2800	BRKN/DEFECTIVE	BROKEN OR DEFECTIVE
2801	DROP LAD BRKN	DROP LADDER MISSING OR BROKEN
2802	FALL OFF WALL	FALLING OFF WALL
2803	REMOVED	REMOVED
2804	RUSTED/PEEL	RUSTED OR PEELING
2805	WINDOW BRKN/BLK	WINDOW BROKEN OR BLOCKED
2806	BRKN/MISSING	BROKEN OR MISSING
2807	NO WATER	NO WATER
2808	SPRINKLER MISS	SPRINKLER MISSING
2809	SPRKLER PAINTED	SPRINKLER PAINTED
2810	SYSTEM BRKN	SYSTEM BROKEN OR MISSING
2811	CHILD UNDER 11	CHILD UNDER 11
2812	NO CHILD < 11	NO CHILD UNDER 11
2813	ACCUMULATION	ACCUMULATION
2814	HZRD MAT STORED	HAZARDOUS MATERIAL IS BEING STORED
2815	INDUST REMOVAL	INDUSTRIAL WASTE NEEDS TO BE REMOVED
2816	MISS CANS/LID	MISSING OR INADEQUATE CANS/LID
2817	N/A	N/A
2818	BED BUGS	BED BUGS
2819	FLEAS	FLEAS
2820	FLIES	FLIES
2821	MICE	MICE
2822	OTHER	OTHER
2823	ROACHES	ROACHES
2824	TERMITES	TERMITES
2825	RAW SEWAGE ACUM	RAW SEWAGE ACCUMULATION
2827	FROM WALL/CEIL	FROM WALL OR CEILING
2828	AT WALL/CEIL	AT WALL OR CEILING
2829	FROM WALL/CEIL	FROM WALL OR CEILING
2830	AFF STRUCT STAB	AFFECTING STRUCTURAL STABILITY
2831	AT WALL/CEIL	AT WALL OR CEILING
2832	HEAT ON SUMMER	HEAT ON IN SUMMER

2833	NO HEAT/HOT WTR	NO HEAT AND NO HOT WATER
2834	NO HOT WATER	NO HOT WATER
2835	RADIATOR	INADEQUATE SIZE

ProblemStatus LookupValue Element

Element Name	Data Type	Description
GroupName	String	“ProblemStatus”
SeqNo	Long	Status code (1 = Open, 2 = Close)
ShortName	String	“Open”, “Close”
LongName	String	“Open”, “Close”
Order	Int	Not applicable

Pipe-Delimited Values File Format

The pipe-delimited values text files are named Complaintyyyymmdd.txt and Problemyyyymmdd.txt, where the date indicates the last day of the month covered by the file. The pipe-delimited values text file contains as columns the elements of the Complaint and Problem elements listed above. The only difference in the column contents is that for elements defined as LookupValues, only the numeric value (starting with the August 1, 2014 release) and the long name appear in the file. The first record in each file has the column headers. For elements defined as LookupValues there will be two columns. The first contains the numeric value (SeqNo in the XML file); its column header is the element name concatenated with “ID”. The second contains the long name; its column header is the element name. Note that the ComplaintOpenData element does NOT appear in the pipe-delimited values text file.

Since pipe-delimited files do not handle parent-child relations efficiently, the Problem elements, which appear integrated with their parent Complaint elements in the XML file, are separated out into a separate file. To link a Problem in the Problems text file to its parent Complaint in the Complaints text file, use the ComplaintID column, which corresponds to the ComplaintID column in the parent Complaint in the Complaints text file.