

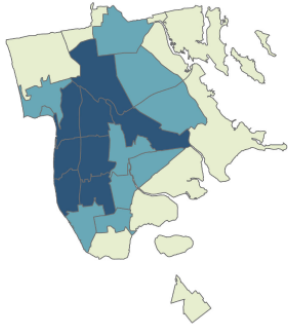
Quality of Life in New York City: 311 Housing Related Complaints

In New York City, the 311 service line allows residents to report violations to the Department of Housing Preservation and Development (HPD). From 2017 to 2021, nearly 1 million calls were made about heating problems.

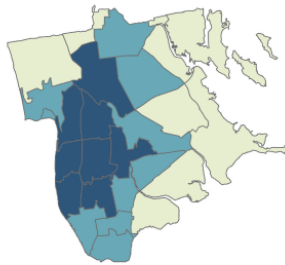
In 2022, complaints were particularly concentrated in the Bronx and East New York, signaling the need to explore the most common issues in these neighborhoods and pinpoint the zip codes with the highest volume of complaints. This map specifically focuses on the Bronx to identify areas of greatest need.

The data reveals that neighborhoods near the Harlem River—such as Fordham Heights, Morris Heights, Highbridge, and Concourse—were the most consistently affected by heating issues.

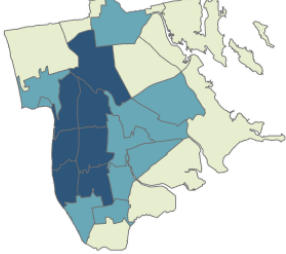
Heat/Hot Water



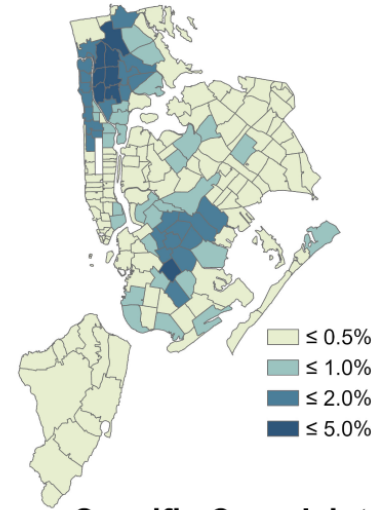
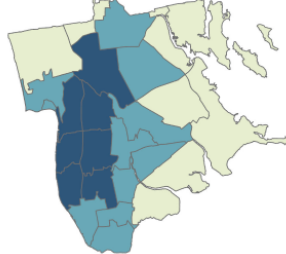
Unsanitary Conditions



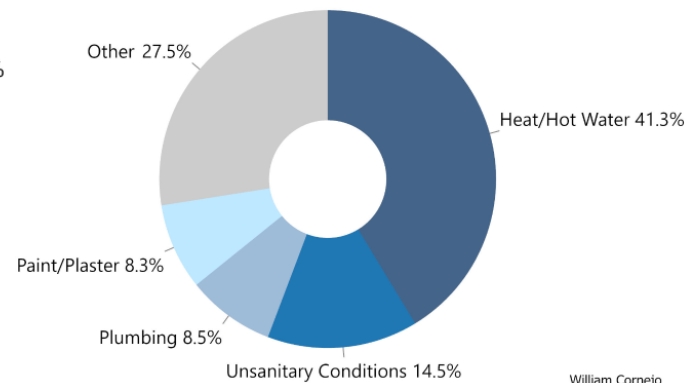
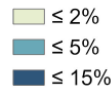
Paint/Plaster



Plumbing



Bronx Specific Complaints



William Cornejo