



CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

330 West 42nd Street, 26th floor New York, NY 10036
tel: 212-736-4536 fax: 212-947-9512
www.nyc.gov/mcb4

General Nuisance Reporting Protocol

Manhattan Community Board 4 (MCB4) is committed to helping improve the quality of life of its residents. If your life is being adversely affected by excessive noise, garbage, fumes or street obstructions and if you feel that a NYC Agency is not providing the services you expect, please follow the steps listed below:

- *Document every step of the process.
- *Try to take photos, video or sound recordings for each complaint be sure to use date/time references.
- *Make a record of your 311 reference number for each complaint.
- *Coordinate with your Block Association.
- *Engage your neighbors, determine if they are also affected and urge them to follow this reporting protocol. (Complaints from multiple people are effective.) There's strength in numbers!
- *For emergencies always call 911.

Steps to follow the General Nuisance Reporting Protocol:

First Occurrence:

- First politely ask the establishment's representative, preferably a manager or owner, to rectify the situation.
- If your complaint is with NYC property or a NYC Agency Contact 311¹ to report, and allow an appropriate amount of time to follow up to determine what action has been taken.

Second Occurrence:

- Call 311 to report, follow up to determine what action has been taken.
- If it is a Police matter, attend your local NYPD Police Precinct Council meeting with your neighbors to register your Complaint².
- Contact Community Board 4 Board Office and speak with the District Manager or Assistant District Manager³.
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Recurring:

- Call 311 to report issue again.
- Contact CB4 and request a meeting with the CB4 ACES Committee and have your neighbors attend.
- Create a petition. Clearly state the issues at the top. Include the names of the signatories, their addresses and emails and contact CB4 and local Council Member's Office.

If your complaint is with a Bar or Restaurant establishment:

- Follow the Bar and Restaurant Nuisance Reporting Protocol listed on the Business, License, and Permit Committee webpage.

¹ **311:** <http://www1.nyc.gov/311/>

² **NYPD Precinct Map**

³ **MCB4:** 330 W. 42nd Street, 26th Floor (8th & 9th) 212.736.4536/ph. 212.947.9512/fax www.nyc.gov/mcb4
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