

SERVICE COMPLAINT PROCEDURES AND EVENT LOG

1. Call Peter Cooper Village/Stuyvesant Town Management Office at 212-420-5000 and press #5.
2. Call the appropriate City Agency:

Heat, Hot Water, Repairs	HPD Code Enforcement	212-960-4800
Rats, Mice, Roaches, Garbage	Department of Health	212-442-9666

3. Keep a log of your complaints

Although not required, help us help everyone by forwarding on complaints to the Tenants Association so we can track complex-wide problems.

4. If the problem persists, send a letter to PCV/ST Resident Services, 317 Avenue C, New York, NY 10009, and to the appropriate City Agency, along with a copy of your log. (Keep original for your files.)

5. After Hours Service Calls – When the Resident Services Department is closed and you have a service call that requires an immediate response, call Peter Cooper Village/Stuyvesant Town Security at 212-598-5233.

Complaint Date	Complaint Description	Complaint Duration	Date and Time Phoned PCV/ST Office	Date and Time Phoned City Agency	Date Wrote Letter