

First Impressions

A quarterly newsletter for board members and building owners



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It's finally spring in NYC, and the perfect time to ensure your building compliance is on track.

Never miss a beat with FirstService Residential.

- 2025 Insurance Market Update
- FISP Cycle 10: Bigger fines, strict deadlines
- Composting requirements for multifamily buildings
- Introducing Resident Support Services (RSS)
- City Council passes sidewalk shed legislation
- Marijuana smoking policies for New York buildings
- Board member best practices



2025 Property Insurance Outlook: Risk Transfer, Renewals, & Carrier Requirements

The insurance market is constantly changing, especially in New York City, where unforeseen risk can result in seven-figure claims against a property. We invited the leading experts on risk transfer and renewals to unpack current market conditions and best practices to protect your board and your property.

What we covered:

Proper risk transfer

- Labor law claims, construction-related incidents, and general liability

Claims management

- Best practices in the event of loss or liability

Market trends and renewal requirements

- What to expect on renewal and insurance requirements to avoid cancellation

[Click here to watch the webinar.](#)

Our panelists:



Jillian Menna, JB, MBA, CPCU
General Counsel at Genatt V
Of Counsel to Braverman Greenspun



Leonor Vivona
Vice President, Insurance
FirstService Insurance Brokers



Alison Zuffi
Insurance Director
FirstService Residential

Introducing Resident Support Services (RSS)

For many New Yorkers, life at home has changed. We now enjoy flexible work schedules, take conference calls from home, and make greater use of our amenities. More than ever before, residents expect immediate responses to their inquiries and the number of requests our property managers receive on a daily basis has multiplied.

RSS is not a call center or an offshore hotline.

Comprised of assistant property managers, all stationed in our New York office, RSS works behind the scenes to resolve day-to-day issues for your residents. Most requests are resolved in 24 hours. If the RSS team can't resolve an inquiry, it's escalated to the property manager.



With less calls and emails to respond to, your property manager has more time to focus on board initiatives and priority tasks.

The rollout of RSS did not happen overnight. The model was tested on a variety of communities to learn what works and what matters most to board members like you. When RSS was introduced in New York, the benefits were immediately apparent to our boards and resident satisfaction improved.

[Learn more about RSS.](#)

You're not losing an assistant property manager.
You're gaining support from a team of associates
ready to assist your community of residents.
It's that simple.



It's business as usual.
You won't lose the personal touch you're used to.

Facade Inspection Safety Program (FISP) Cycle 10: A Guide for Landlords and Board Members

Cycle 10 commenced on February 21, 2025, initiating a new five-year period for facade inspections. Buildings exceeding six stories must have their exterior walls and appurtenances inspected by a Qualified Exterior Wall Inspector (QEWI) and submit a detailed report to the New York City Department of Buildings (DOB). The filing windows are determined by the last digit of the building's block number, dividing the cycle into three sub-cycles.



Sub-cycle A: Block numbers ending in 4, 5, 6, or 9

February 21, 2025 –
February 21, 2027

Sub-cycle B: Block numbers ending in 0, 7, or 8

February 21, 2026 –
February 21, 2028

Sub-cycle C: Block numbers ending in 1, 2, or 3

February 21, 2027 –
February 21, 2029

When should buildings begin the inspection process?

[Begin the inspection process as soon as possible.](#)

There are more than 16,000 buildings affected by FISP, and a fraction of qualified inspectors. Early action can prevent the need for rushed repairs, price gouging, and emergency interventions. There are also circumstances where a board or landlord will need to request access to a neighboring building to complete an inspection. This can add significant time to the inspection process.

What are the fines or penalties for non-compliance?

The DOB imposes strict penalties for non-compliance with FISP regulations:

- [Late Filing of Initial Report](#): \$1,000 per month until the report is submitted
- [Failure to File Initial Report](#): \$5,000 per year
- [Failure to Correct Unsafe Conditions](#): Begins at \$1,000 per month and increases depending on the size of the sidewalk shed and time passed
- [Failure to Correct SWARMP Conditions](#): \$2,000

[Click here to read the full article.](#)

City Council Passes New Sidewalk Shed Legislation

The City Council recently passed a package of five bills related to sidewalk sheds. While some of the changes are significant, they will only apply to newly permitted sheds after the effective date, which is 120 days after the law is signed. There's no immediate action required at this time.

Key changes from Intro 391-A include:

- Increased shed ceiling height (from 8 to 12 feet, as needed)
- Enhanced lighting requirements
- More flexibility in shed color and design
- The possibility of using netting or omitting sheds where there is no public access or risk
- Future design changes can be made by DOB rule

Additional bills include:

- [Intro 393-A](#): Introduces 90-day permit renewal requirements and fines for lack of progress after 270 days
- [Intro 394-A](#): Allows DOB to modify FISP (formerly LL11) inspection cycles between 6 to 11 years depending on building type
- [Intro 660-A](#): Expands lighting requirements, including use of LED and residential light direction controls
- [Intro 661-A](#): Applies to commercial LL11 projects, introducing timelines, fines, and extension protocols for unsafe façade repairs

If and when the DOB issues rules that impact FISP inspection cycles, we will communicate those updates to our clients. For now, no immediate changes are required, and we'll continue to monitor developments closely.



Mandatory curbside composting for multifamily properties

Starting October 6, 2024, curbside composting service became mandatory for properties across all five boroughs and enforcement begins as of April 1, 2025.

According to the Department of Sanitation, food comprises about 17% of NYC's waste stream. When composted, however, food scraps and other organic waste are useful products that improve the soil quality for street trees, gardens, and more. The goal is to create a healthier environment for all New Yorkers.

Potential violations for non-compliance.

Buildings with one to eight units

\$25 for the first offence

\$50 for the second offense

\$100 for the third and subsequent offences

Buildings with nine or more units

\$100 for the first offense

\$200 for the second offense

\$300 for the third and subsequent offenses

An easy guide for residents.

✓ What to compost

Leaf and yard waste

plants, leaves, twigs, grass



Food scraps

Fruit, vegetable, meat, bones, dairy, prepared food



Food soiled paper

Napkins, towels, tea bags, plates, coffee filters, pizza boxes



✗ What to not compost

Trash: wrappers, pet waste, medical waste, diapers, foam, hygiene products

Recycling: Metal, glass, plastics, cartons, clean paper, cardboard

Ask the experts:

A monthly column by FirstService Residential



Are residents allowed to smoke marijuana in their apartments?

With the legalization of smoking marijuana in New York, can a board or landlord enforce a building policy that prohibits smoking marijuana?

[Learn from our experts.](#)



Is your board doing a good job?

Serving on a condo or co-op board can be challenging, and no matter what your level of experience may be, mistakes can happen. Why not avoid them altogether?

[Read the full article.](#)



Know a board member looking for new management?

Please have them contact our team at letstalk.ny@fsresidential.com or call us at **212.813.3000**.

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