

First Impressions

A quarterly newsletter for board members and building owners



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Staying ahead of changing regulations is essential to protecting your building and your residents.

In this issue, we walk through the latest compliance and legislative updates affecting multifamily properties in New York City.

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- Extension Opportunity for Local Law 97 Filing
- Cycle 10 Facade Inspection Discounts
- Annual Parapet Inspections
- Proposed Legislation Threatens Condo/Co-op Governance
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Local Law 157 (Natural Gas Detector) Installation Deadline Extended

The New York City Council has officially passed legislation (Intro 1281-A) that extends the compliance deadline for installing [natural gas detectors in residential units](#). The new deadline is January 1, 2027.

This extension comes in response to widespread concerns about the availability of compliant detectors and the challenges buildings have faced in meeting the original May 1, 2025, deadline. The DOB will continue to monitor the market, and if it determines that there are still not enough compliant devices available, the deadline may be extended further.

If your building has already taken steps toward compliance, such as placing orders or scheduling installations, those efforts remain valuable and demonstrate good faith to comply with the original deadline. We will continue to monitor DOB guidance and provide updates as needed.

We applaud the advocacy efforts of industry partners, including REBNY, in helping to educate lawmakers on the practical difficulties of the original timeline.

[Click here for more compliance updates.](#)



Local Law 97 Deadline Extension Opportunity

DOB is offering boards and building owners subject to Article [320](#) or [321](#) an opportunity to extend their deadline to file [Local Law 97](#) reports beyond June 30, 2025. An approved extension will also grant applicants additional time to file Local Law 88 and [Local Law 84 reports](#).

*The extension may only be used for buildings due to file a LL97 report in 2025. The cost to file an extension through the DOBNow portal is \$60.

For buildings required to comply with LL97 this year, and receive an approved extension by August 29, 2025:

- LL84 Benchmarking | August 29, 2025
- LL88 Lighting & Submetering | December 31, 2025
- LL97 Annual GHG Emission Reporting | December 31, 2025

For buildings that are not required to file LL97 this year (Affordable Housing 2035 or 2026 Delayed Compliance):

- LL84 Benchmarking | June 30, 2025
- LL88 Lighting & Submetering | June 30, 2025

**Learn more about FirstService Energy
and our in-house compliance team.**





FirstService Project Management has negotiated deep discounts on facade and parapet inspections.

[The Facade Inspection Safety Program \(FISP\)](#), formerly known as Local Law 11, mandates regular inspections of building exteriors to prevent hazardous conditions. As we enter FISP Cycle 10, it's crucial for landlords and condo/co-op boards to understand new requirements, avoid penalties, and keep the public safe.

[FirstService Project Management](#) has negotiated discounted pricing from multiple vendors to complete the inspection and filing of the reports. These rates will remain valid through February 21, 2029.

Contact our FISP team today.

What is the deadline to file my FISP report?

DOB filing windows are determined by the last digit of a building's block number. There are three sub-cycles based on the block number:

1. Sub-cycle A (Block numbers ending in 4, 5, 6, or 9)
February 21, 2025 – February 21, 2027
2. Sub-cycle B (Block numbers ending in 0, 7, or 8)
February 21, 2026 – February 21, 2028
3. Sub-cycle C (Block numbers ending in 1, 2, or 3):
February 21, 2027 – February 21, 2029

Penalties for a missed deadline start at \$5,000 per building, plus additional monthly fines until compliance is met.

2025 Parapet Inspection Program

DOB requires annual parapet wall inspections for all buildings with parapets that front the public right-of-way, regardless of height (excluding 1–2 family homes or those with barriers preventing access to the exterior wall). This law went into effect on January 1, 2024 and applies to the current calendar year and each year going forward.

To assist with compliance, FirstService Project Management has partnered with local engineering firms and successfully negotiated reduced inspection costs for boards and owners.

Please reach out if you have questions about the requirements or would like more information on the program.

[Click here to get started.](#)



Meet HODA®

Frequently asked questions for homeowners



What is HODA?

HODA®, or Home Owner Digital Assistant, is an AI assistant for homeowners. It responds to inquiries 24/7 and can answer community- specific questions via text. HODA integrates with FirstService Residential's Connect platform, offering instant responses without the need to call or email management.

How does it work?

Homeowners simply text HODA with any questions about their building and HODA will respond to them automatically by text. HODA is fully customized to enable it to respond to questions about each specific building.

What if a I own multiple units at one property or units in multiple FirstService managed buildings?

If a homeowner owns multiple units that are managed by FirstService Residential, HODA will ask the requester to specify which unit they are asking about.

What number do I message?

To talk to HODA, homeowners simply text 1.866.377.0779. This is a universal number for all FirstService Residential clients.

What kind of questions can it answer?

Integrated with FirstService Residential Connect™, HODA can answer questions about the building based on available information and policies. It handles inquiries such as account balances, recent transactions, service requests, billing issues, amenity reservations, complaints, and visitor parking passes.

What if HODA doesn't have an answer?

If HODA is missing information, it will automatically submit a ticket to the on-site staff or FirstService Residential's Resident Support Services (RSS) team for response.

Schedule a demo with HODA.



Get to know RSS

Resident Support Services for condos & co-ops

What is RSS?

RSS is not a call center or an offshore hotline. Comprised of assistant property managers, 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.

Does RSS really work?

Here's what we saw in just three months:

- Over 11,500 tickets resolved
- Resolution time consistently under two days
- 75% of tickets resolved without manager assistance

Will we still have access to our property manager?

You'll continue to have full access to your property manager, but they'll be more engaged and have more time to focus on the big picture. RSS is designed for resident inquiries and is not a main point of contact for board business.

Why was RSS created?

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. To elevate our customer service, we created RSS.



"Your building is not an island, and neither is your property manager. Our shift to an RSS model harnesses the power of working in teams to improve efficiency and quality of service. It's truly about our people, our boards, and your residents."

- Keith Werny, CityLine Division President, FirstService Residential



The FARE Act: Major Changes to NYC Broker Fees

One of the most significant developments this quarter is passage of the FARE Act (Fairness in Apartment Rental Expenses), designed to bring transparency to tenant broker fees. This law applies to any person who will be a landlord, including building owners, co-op shareholders, and condo unit owners who rent their apartment.

There are substantial fines for non compliance.

Who is responsible for paying broker fees?

The FARE Act prohibits landlords from passing brokers fees on to prospective tenants. If a landlord hires the broker, the landlord is responsible for the fee. If a tenant hires a broker, the tenant is responsible for the fee.

What are the fines for a violation?

The city enforces incremental fines:

- \$750 for a first violation
- \$1,800 for a second violation
- Up to \$2,000 per violation thereafter

Violators may also be required to refund any illegally collected fees, and tenants can pursue private or civil lawsuits.

FirstService Residential provides internal education programs to keep property managers and clients up-to-date on housing regulations.

Get to know our compliance team.





Contemporary Lobby Renovation at 145 Hudson Street

Nestled in the heart of Tribeca, the lobby at 145 Hudson Street was ready for a transformation that would match the vibrancy and sophistication of its iconic neighborhood. Partnering with the talented team at West Chin Architects & Interior Designers, [FirstService Project Management](#) helped reimagine the space into a masterpiece of modern design and timeless elegance.

A design with depth and vision

Every detail of the revitalized lobby speaks to a harmonious balance between architectural precision and natural beauty. The sleek terrazzo flooring forms the foundation of the space, offering a polished yet inviting feel.

At the heart of the design is a striking vertical planted wall, a lush green centerpiece that brings the vibrancy of the outdoors into the lobby, creating an immediate sense of calm and connection to nature.

The walls are finished with smooth Venetian plaster, which adds an understated luxury to the ambiance, while the knife-edged millwork offers a seamless interplay of craftsmanship and innovation. To complete the look, a monolithic stone desk stands as a commanding focal point, blending strength and refinement to anchor the space.



Elevating the resident experience

Completed in January 2024, the new lobby isn't just a passageway; it's an experience. The interplay of textures, materials, and thoughtful design has redefined the space as a modern sanctuary, perfect for residents and visitors alike.

This transformation speaks volumes about the possibilities of modern design paired with natural elements. The revitalized lobby at 145 Hudson is more than an upgrade—it's a testament to the power of thoughtful design to elevate everyday living.

"The finishing touch to the renovation is an ongoing collaboration with our Tribeca neighbor, the New York Academy of Art. We worked with the Academy to curate a rotating exhibition of art by MFA students and alumni of the school."

- Board Member, 145 Hudson Street
Condominium

FirstService Project Management navigates all types of construction projects from concept to completion, and every phase in between.

Our team serves as owner's representative on a range of residential and commercial construction projects for condo/co-op boards, building owners, retail tenants, and individual homeowners.

Contact our team today.





Advanced Centralization: Using AI and Technology

For the [2025 Apartmentalize conference](#), Calynne Oyolokor, Senior Vice President of FirstService Residential's [Multifamily Rental Management Division](#), and David Thomas, former Director of Innovation for Veritas Investments, spoke on a live panel that explored how a centralized operations model and advanced AI tools could streamline leasing, building maintenance, and resident engagement.

The panel, Advanced Centralization: Using AI and Technology, was moderated by Sunny Juneja, CEO of Canopy Analytics.

Key Takeaways

- Centralization is the cornerstone of operational efficiency for property management companies.
- AI is a revolutionary tool for owners and third-party managers to accelerate centralization.
- Challenges to centralization include siloing by role specialization, leadership buy-in, and managing risk effectively.

[Get a full recap of the panel here.](#)





Proposed Legislation Will Adversely Impact Condo/Co-op Governance

[Assembly Bill A08337](#), which mirrors [Senate Bill S7541](#) (passed in June 2025), would significantly change the obligations of cooperative and condominium boards regarding the disclosure of building reports and inspections.

Thanks, in part, to the negative reaction expressed by board members, shareholders, and unit owners, the sponsor of the bill, Assemblymember Linda Rosenthal, has withdrawn it from consideration for the current session.

There is a chance the proposal will return in 2026.

If passed, the assembly bill would:

- Require boards to distribute digital and physical copies of all engineering inspections, reports, and permits filed in compliance with building codes to all shareholders or unit owners, immediately upon completion or amendment
- Mandate disclosure of these documents to prospective purchasers, including preliminary and exploratory reports such as energy audits
- Grant the New York State Attorney General the authority to void an offering plan if the board fails to meet these distribution requirements, effectively putting the legal status of the building at risk

The proposed bill introduces potentially severe consequences for noncompliance, including the risk of **making a co-op or condo unsaleable or unfinanceable.**

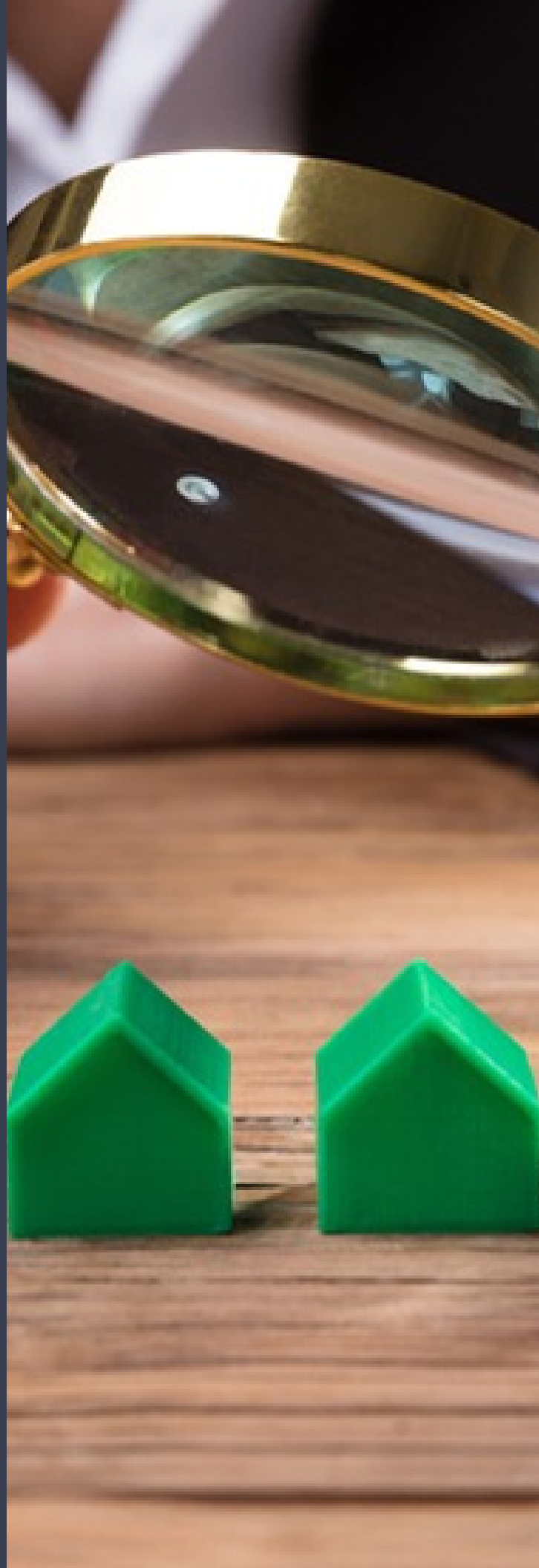
Buyers and lenders could be deterred by the prospect of losing their investments due to a voided offering plan, a risk they have no control over. Additionally, engineering and exploratory reports often contain multiple recommendations, hypothetical scenarios, and preliminary findings that may not be actionable or final.

Immediate and broad disclosure of such reports, without context or professional interpretation, could result in unnecessary concern, disputes, or misinformed decisions by residents and prospective purchasers.

This legislation was introduced to the Senate without public hearings or broad stakeholder input. It is premised on structural failures in Surfside, Florida and other states that occurred under different regulatory environments and building conditions. New York City's rigorous inspection schedules and unique infrastructure are not comparable.

We encourage you to contact your local assemblymember to express your opposition to the bill.

**Click here to find your
State Assemblymember.**



Have you met FirstService Energy?

Our energy advisory affiliate has saved millions for boards and building owners.



Do you know a board considering new management?
Please have them [contact our team!](#)

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