

Q. Is there Supervisor in bldg: - No - landlord takes<sup>(4)</sup> care of building.

Did you know what to do:- call 311; tell landlord  
when smell gas He works in construction so know what to do.

Did you recall calling 311:- Not for gas but for garbage issues

When call 311 did you get:- Yes, last summer  
operator that speak English & Spanish  
English/Spanish

Is real person: Yes

How long <sup>paid</sup> ~~q~~-bill <sup>through bank</sup>:- few years, 3 years?

Do you know Con Ed: No but would not call CE. He wld call  
number # 311 or 911

He gets physical bill and pay online thru bank

He gets insert but does not pay attention

He gets insert in English and Spanish; prefers English  
because he wants to practice plus Spanish translation is  
not always clear.

Have not seen natural gas brochure

Long ago seen odorant card

Never been to Con Ed website

In building was there community board; No

Did you ever see safety protocol posted in bldg: NO (5)

Lease had information about emergency: - NO

Were you directed to call landlord if there was smell of leak: -  
Clarified that he went down to see LL and should  
have mention to hear, but he didn't.

Mention that he don't know why LL did not complain  
about sink hole in front of building.

Why not call Con Ed: - he think CE would not be  
available 24/7 hours

No work <sup>was going on</sup> outside <sup>of</sup> building.

How big was sinkhole: - got bigger about 8-10 ft.

Do you think reporting gas odor could be made easier to report?  
311 and 911 should be enough -- one more  
number people may get confused.

Are you aware with issues of building itself: ~~that~~

Time to time - sagging roof w/ leak

<sup>have anything that</sup>  
Would like to share with us: -

Entire brick wall was up  
Can see store front of piano <sup>store</sup> <sup>up</sup>  
Other building collapsed completely