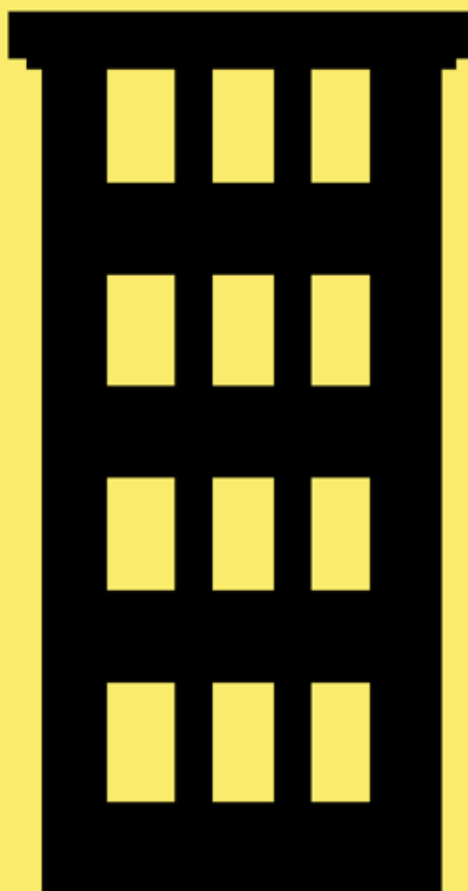


THE BROOKLYN HIART MACHINE
PRESENTS



**A GUIDE TO TENANT RIGHTS
AND COMMUNITY ACTIVITIES**



BROOKLYN HI ART MACHINE GUIDE TO TENANT RIGHTS AND COMMUNITY ACTIVITIES

Who we are:

The Brooklyn Hi-Art! Machine began when we (both of us mothers, artists and native New Yorkers) started making art together in each other's apartments and found that the activity made us better friends. As we shared stories and experiences while making our work, we wondered if we could bring a similar experience to our other neighbors. So, in the summer of 2010 we co-founded a collaborative public art project that explores art making as a community-building tool. The Brooklyn Hi-Art! Machine is a community based, socially engaged project in Crown Heights Brooklyn. Dubbing ourselves the "Official Unofficial Artists in Residence" of our block, we set up tents, tables, a banner, and art supplies on the street outside our apartment building, and began working.

Our community in Crown Heights is currently undergoing rapid change and gentrification. One of the consequences of sudden gentrification and "improvement" of a neighborhood is that many of the current residents are pushed out of their apartments and may become more vulnerable to the practices of unethical landlords. Furthermore, when the population in an area changes quickly we lose community ties. By engaging our neighbors in making art on the street, we facilitate conversation and trust, which are often lost when a community undergoes significant transition and upheaval. Public and collective projects are a way to combat the social isolation that leads to suspicion amongst neighbors, as opposed to cooperation.

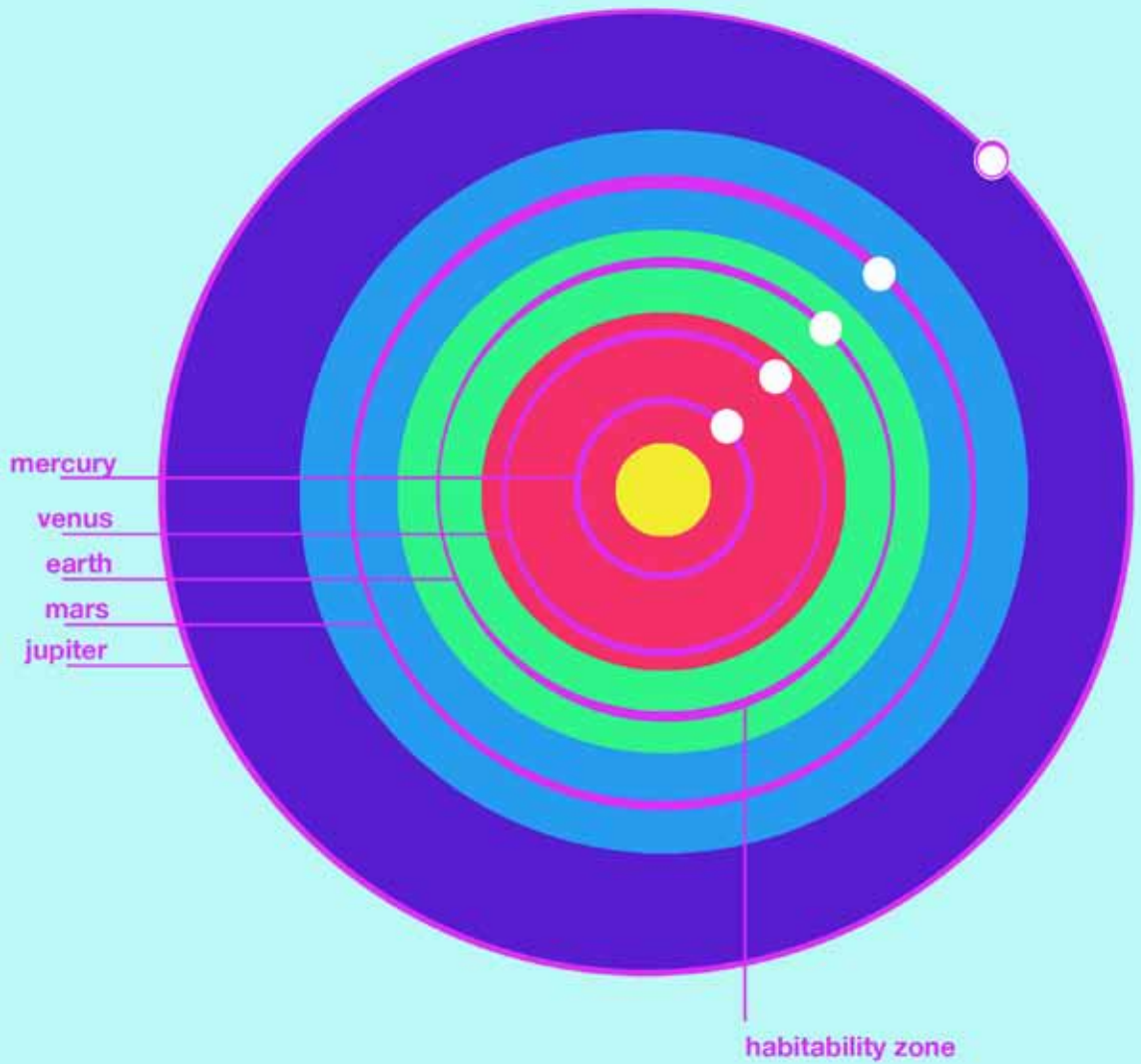
We believe that by becoming active, collective participants in art making, we the community members can find new ways to relate to each other and new uses of space. Through offering workshops, art activities, and barbecues on our block we found our relationship to our neighbors changed.

The Brooklyn Hi-Art! Machine presents ***A Guide to Tenant Rights and Community Activities***. The *Guide* is chock full of housing resources, tenant rights information, art projects and activities to help you all strength your community ties. A community that makes art together stays together. A strong community is better able to withstand the onslaught of gentrification!

We wanted to make this book to offer a resource to those who might find it helpful. More and more people in New York City (and especially Brooklyn) are being priced out of neighborhoods and displaced from the places that we call home. This is a guide to help us fight back.

Mildred Beltré and Oasa DuVerney
(The Brooklyn Hi-Art! Machine)





MAKING SURE YOUR APARTMENT IS LIVABLE

WARRANTY OF HABITABILITY

- 1. UNDER THE WARRANTY OF HABITABILITY TENANTS HAVE THE RIGHT TO A LIVABLE SAFE AND SANITARY APARTMENT. THIS IS A RIGHT THAT IS IMPLIED IN EVERY WRITTEN OR ORAL RESIDENTIAL LEASE. ANY LEASE THAT WAIVES THIS RIGHT IS CONTRARY TO PUBLIC POLICY AND IS THEREFORE VOID. EXAMPLES OF A BREACH OF THIS WARRANTY INCLUDE THE FAILURE TO PROVIDE HEAT OR HOT WATER ON A REGULAR BASIS OR THE FAILURE TO RID AN APARTMENT OF AN INSECT INFESTATION. PUBLIC AREAS OF THE BUILDING ARE ALSO COVERED BY THE WARRANTY OF HABITABILITY. THE WARRANTY OF HABITABILITY ALSO APPLIES TO COOPERATIVE APARTMENTS BUT NOT TO CONDOMINIUMS. ANY UNINHABITABLE CONDITION CAUSED BY THE TENANT OR PERSONS UNDER THE TENANT'S DIRECTION OR CONTROL IS NOT CONSIDERED A BREACH OF THE WARRANTY OF HABITABILITY. IN SUCH A CASE IT IS THE RESPONSIBILITY OF THE TENANT TO REMEDY THE CONDITION.**
- 2. IF A LANDLORD BREACHES THE WARRANTY OF HABITABILITY THE TENANT MAY SUE FOR A RENT REDUCTION. ALTERNATIVELY RENT REGULATED TENANTS CAN ALSO FILE A RENT REDUCTION COMPLAINT WITH DHCR. THE TENANT MAY ALSO WITHHOLD RENT BUT IN RESPONSE THE LANDLORD MAY SUE THE TENANT FOR NON PAYMENT OF RENT. IN SUCH CASE THE TENANT MAY COUNTERSUE FOR BREACH OF THE WARRANTY.**
- 3. THE COURT OR DHCR MAY GRANT A RENT REDUCTION IF IT FINDS THAT THE LANDLORD VIOLATED THE WARRANTY OF HABITABILITY. THE REDUCTION IS DETERMINED BY SUBTRACTING FROM THE ACTUAL RENT THE ESTIMATED VALUE OF THE APARTMENT WITHOUT THE ESSENTIAL SERVICES. FOR A TENANT TO RECEIVE A REDUCTION THE LANDLORD MUST HAVE ACTUAL OR CONSTRUCTIVE NOTICE OF THE EXISTENCE OF THE DEFECTIVE CONDITION. EXAMPLES OF ACTUAL NOTICE IS PHYSICALLY HANDING SOMETHING TO AN INDIVIDUAL AND USING REGISTERED MAIL. EXAMPLES OF CONSTRUCTIVE NOTICE ARE NOTIFYING THE SUPERINTENDENT MEMBER OF LANDLORD'S FAMILY OR BUILDING'S MANAGEMENT COMPANY.**
- 4. A LANDLORD'S LEGAL RESPONSIBILITY FOR DAMAGES IS LIMITED WHEN THE FAILURE TO PROVIDE SERVICES IS THE RESULT OF A UNIONWIDE BUILDING WORKERS' STRIKE. HOWEVER A COURT MAY AWARD DAMAGES TO A TENANT EQUAL TO A SHARE OF THE LANDLORD'S NET SAVINGS BECAUSE OF THE STRIKE. LANDLORDS WILL BE LEGAL RESPONSIBLE FOR LACK OF SERVICES CAUSED BY A STRIKE WHEN THEY HAVE NOT MADE A GOOD FAITH ATTEMPT WHERE POSSIBLE TO PROVIDE SERVICES.**
- 5. IN EXTENUATING CIRCUMSTANCES TENANTS MAY MAKE NECESSARY REPAIRS AND DEDUCT REASONABLE REPAIR COSTS FROM THE RENT. FOR EXAMPLE WHEN A LANDLORD HAS BEEN NOTIFIED THAT A DOOR LOCK IS BROKEN AND WILLFULLY NEGLECTS TO REPAIR IT THE TENANT MAY HIRE A LOCKSMITH AND DEDUCT THE COST FROM THE RENT. TENANTS SHOULD KEEP RECEIPTS FOR SUCH REPAIRS.**
- 6. IF AN APARTMENT IS SO SEVERELY DAMAGED BY FIRE OR OTHER CIRCUMSTANCES NOT CAUSED BY THE TENANT THAT THE APARTMENT BECOMES UNINHABITABLE AND THE LEASE DOES NOT EXPRESSLY PROVIDE OTHERWISE THE TENANT MAY BREAK THE LEASE WITH THREE DAYS NOTICE AND IS NOT RESPONSIBLE FOR ANY FURTHER PAYMENTS.**
- 7. IF ONLY A PORTION OF THE APARTMENT IS DAMAGED THE RENT MAY BE REDUCED BY COURT ORDER OR BY DHCR IN PROPORTION TO THE PART OF THE APARTMENT THAT IS DAMAGED. THE LANDLORD MUST THEN REPAIR THOSE PORTIONS OF THE APARTMENT AND RETURN THEM TO LIVABLE CONDITION.**



TYPES OF HOUSING

Rent Regulated Housing

Rent Control and Rent Stabilized are the only two types of rent regulated housing in New York. If your apartment doesn't fall under either of these categories it is considered to be unregulated, which means your rent can go up whenever your landlord wants.

Rent Stabilization

Rent Stabilization is when the Local Rent Guideline Board in New York City (same is true for Nassau, Rockland and Westchester counties) sets the maximum rate the rents can be increased for 1 and 2 year leases that begin on or after October 1st of each year. Tenants in rent stabilized apartments are entitled to receive required essential services and to have their leases renewed, and may not be evicted except on grounds allowed by law. In New York City, each rent controlled apartment has a maximum base rent that is adjusted every two years to reflect changes in operating costs. Tenants may challenge increases if the rent being charged by the landlord exceeds the legal regulated rent, the building has housing code violations, the owner's expenses do not warrant an

increase, or the owner is not maintaining essential services such as heat and water.

Any apartment with a monthly rent of \$2,000 or more per month becomes deregulated when it becomes vacant. Occupied apartments may be deregulated when the legal regulated rent for the apartment reaches \$2,000 or more and the apartment's occupants have a total annual income of more than \$175,000 per year in each of the two years preceding the deregulation. Generally, in New York City, apartments are under rent stabilization if they are in buildings of six or more units built between February 1, 1947 and December 31, 1973. Tenants in buildings built before February 1, 1947, who moved in after June 30, 1971, are also covered by rent stabilization. A third category of rent stabilized apartments covers buildings with three or more apartments constructed or extensively renovated on or after January 1, 1974 with special tax benefits. Outside New York City, rent stabilized apartments are generally found in buildings with six or more apartments that were built before January 1, 1974.

Government-Financed Housing

The Mitchell-Lama housing program provides rental and cooperative housing for middle-income tenants. For both state-sponsored and city-sponsored Mitchell-Lama developments, tenants must meet eligibility requirements including income, family size, and apartment size. Additionally, each development sets its own restrictions.

Public housing is a federally funded program in which state-chartered public housing authorities develop and manage public housing developments. Public housing in New York is subject to federal, state, and local laws and regulations. Tenants in public housing are entitled to an administrative grievance process administered by the local housing authority before they may be evicted.

The Section 8 Housing Assistance Payments program is a rent subsidy program that assists eligible low-income families in obtaining housing. Families receive a rental subsidy, known as a housing assistance payment, equal to the difference between their share of the rent and the rent charged by the owner. Eligible families and individuals are subject to mandated income limits.

Rent Control

Rent Control means that there is a limit to the amount of rent that a landlord can charge a tenant and restricts the landlords right to evict a tenant.



REGULATED OR UNREGULATED?

Finding out if your apartment is regulated or unregulated

How to tell if a *building* is rent stabilized:

In general, stabilized buildings:

- Contain 6 or more units;
- Were built before 1974;
- Are not co-ops or condos;

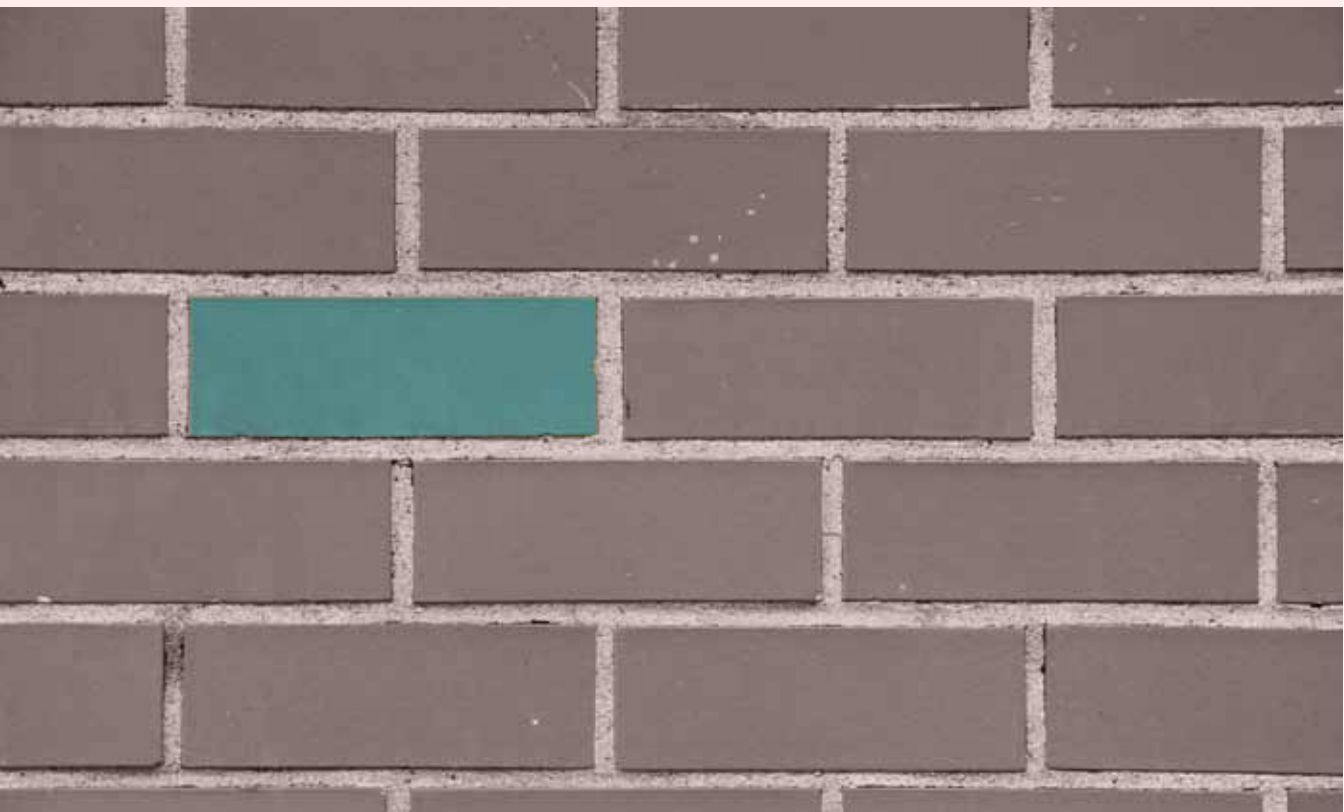
However, not all apartments in these buildings are necessarily rent stabilized. For an *apartment* to be stabilized it must:

- Have had a rent of less than \$2,000, if one initially moved into the apartment between 1993 and June 23, 2011.
- Have had a rent of less than \$2,500, if one initially moved into the apartment since June 24, 2011.

There are *many exceptions* to these rules. (For instance, if you moved into the apartment BEFORE the building was converted to a co-op, the apartment may be stabilized. Also, some newly constructed buildings may be stabilized due to a 421-a or J-51 tax exemption even if the rent is \$2,000 or more.)

You can find a listing of rent stabilized buildings by visiting the New York City Rent Guidelines Board website at <http://www.nycrgb.org>.

The only way to know for sure if an apartment is rent stabilized is to contact the NY State Division of Housing and Community Renewal (DHCR), the state agency which administers the rent laws. You can reach DHCR by calling their Info-line at 718-739-6400.



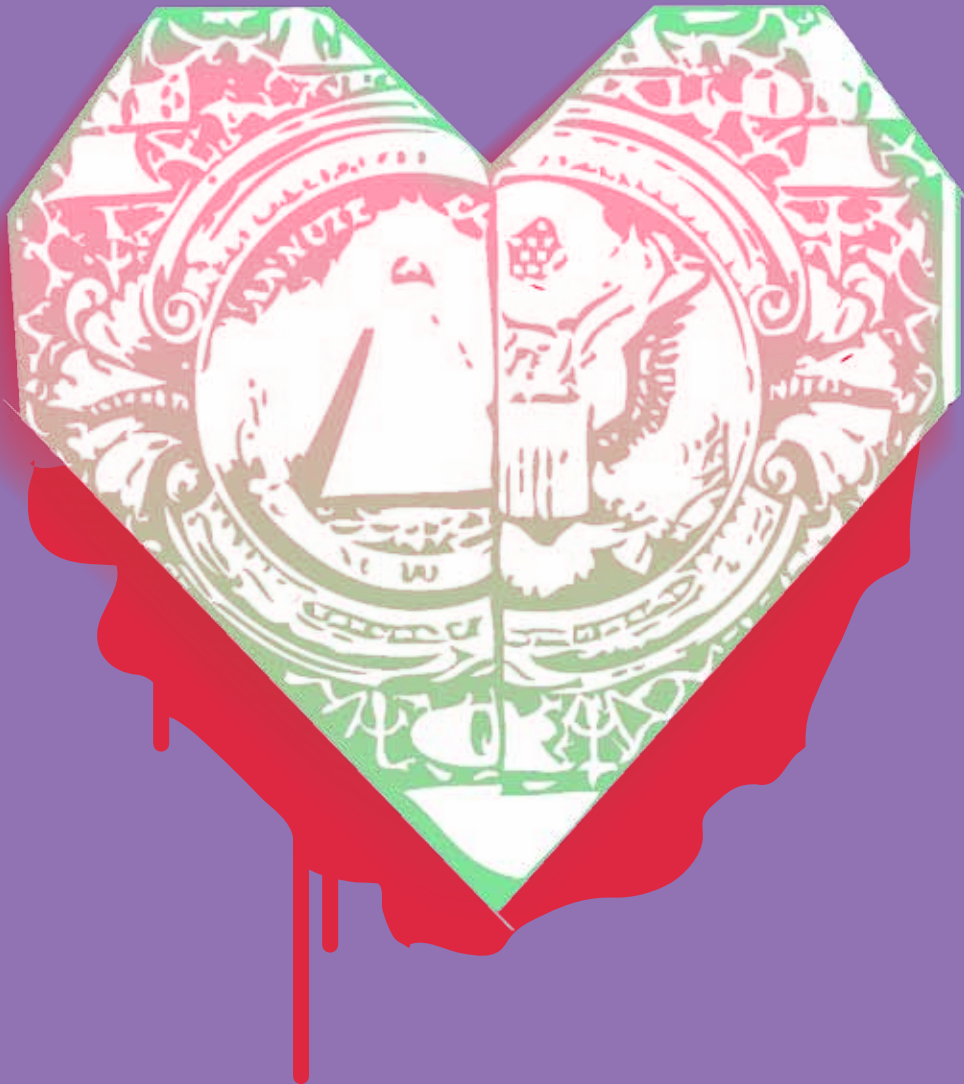
UNPO FINO

Brooklyn Hi-Art! Machine

Gentrification Word Find

W M C H R P N Y D K Q J R M K G G S S C J S L N B B C L G J
F E U Y E K V Y U D B H X R N B T M F W T I O R R D K L N X
N O A E V O L V F D F W N I J O W P E N K I O I L B P Y I U
L X W R O V F M B U B Z K I S D J R E E T O D I K H U M D M
X F T K E C Y H A R R A S S M E N T M A K G U B C B M N N G
H E I Z K S M H W Y M I U F K N Y I N L E B H G O B P F E A
O D F L A X T C T R W A Q L P T N I Y S N S I A L Z S H M R
S O Y W M L W I E L K R A Y I D M N X T D Y A R B R S O T D
H F M Q P A I P L L A W E N E R N A B R U J R D Y F E U N E
A M E K I S A A W L E E U D E N E W Y O R K T E T A L S E N
B S P N H P E Z S D H M H T S E C I V R E S M N I F E I R K
I E A N C T M G I U M E E G N I W A R D U Y A I C F P N E W
E I G O O E E S D O R D R N E I G H B O R S C N V O O G P N
B C P X T I X A C I F R Y E G N I V I L X K H G L R H N X K
T E I Q A R T Y M L R G E N T R I F I C A T I O N D V F O O
R F N L T G T C E W F B B N E S N X V M K D N V S A A I E C
N A T M O R S S I V O C N W D P D I V Z O U E P Y B F D H S
L E V X P P U W E V R R A R X E F F S E Q U A L T L H S G A
O S E A H Z U Y D F E S K V U Q R T T O C Q C B I E O Q M L
Q M M R G T Q H B S N X F J T B A G F O I Q G C N M M I I B
M F I R C E U K F A S Q E K A B S L U M L O R D U G E W R H
Q O O L N S D H C M T Y B O L E V T O C B R K D T R Z K L V
W C R N L K K K U R B A N I Y O J N Y V U W H Y R D E J O D
D C H E T I S L W F X W Z H T F J X Y V P G E A O K B P E X
J Q V R K O N I G Q A S K O O B P U P O P C O P Z T R A C
G Q A N O W E N O S T L D Q D W Q G L J D I A W P M D T W P
B T W Z O V W S A I A C K Z U A D J Y U C G P H O L S J I U
O B V T E L P A O R E S I O N G Y Y X U V W S M I C W Y B K
E V I R E K P N X D E Y F Q E E E M E B I W Q M Y E D R K F
U S S E T P C M S B P S I J C S B Q U Y D O P V Y E U L R F

AFFORDABLE ART BRIDGES BROOKLYN *BUILD* BURNBRIDGES CITYBLOCK COMMUNIT
DRAWING **EQUAL** *EVICT'ION* **FENCE GARDEN** GARDENING GENTRIFICATION
HARRASSMENT **HEALTHY** *HIARTMACHINE* **HOME** *HOPELESS* HOUSING KIDS
LIKEMINDED LIVING **LOVE** *MENDING* MILDRED **MILLIONAIRES** MORE NEIGHBORS
NEVER NEWYORK **NOISE** NOW OASA **OPPORTUNITY** PAPER *PAPERMAKING*
POLICE POPUPBOOKS *POTATOCHIPMAKEOVER* **PUBLIC** *RAVAGED* RENT
SELFDETERMINATION SERVICES SIDEWALK **SILKSCREEN** **SLUMLORD** SNACKS SPACE
STABILIZATION SURRENDER *TEAMWORK* TENTS *URBAN* **URBANRENEWAL** **WAGES**
WEARESTILLHERE



RENT OVERCHARGES

In New York City and certain communities in Nassau, Rockland and Westchester counties where rent stabilization or rent control laws apply, the landlord may not charge more than the legal regulated rent.

Under the housing law, landlords must register each rent stabilized apartment with DHCR and provide tenants annually with a copy of the registration statement. Tenants may also get a copy of the rent history for their apartment directly from DHCR.

Leaking pipes	\$200
Crumbling walls	\$400
Rotting wood floors	\$300
Inadequate heating	\$250
Filthy building entrance	\$100
Broken intercom system	\$150
Vermine infestation	\$200
Mold	\$250
Trendline neighborhood surcharges	\$1,500
Total payment due on the 1st of the month	\$3,150

Generally, the penalty for a rent overcharge is the amount an owner collected above the legal regulated rent, plus accrued interest. If the overcharge is willful, the landlord is liable for a penalty of three times the amount of the overcharge for two years prior to the filing of the complaint. The landlord has the burden of proving that the overcharge was not willful. Tenants who believe they are being overcharged should contact DHCR. A tenant may only challenge rents and collect any overcharges going back four years from the tenant's filing a complaint. The tenant is also entitled to recover interest, plus reasonable costs and attorney's fees, for the overcharge proceeding.

WE APPRECIATE YOUR BUSINESS

My Landlord wants to raise my rent and other nuisances

When an apartment is not rent regulated, a landlord is free to charge any amount of rent as long as the tenant agrees to it. If the apartment is subject to rent regulation then law sets the rent.

Landlords of rent stabilized apartments may seek rent increases for certain types of building-wide major capital improvements (MCI) that benefit all tenants. Some examples of MCI items include boilers, windows, electrical rewiring, plumbing, and roof repair. To be eligible for a rent increase the MCI must be a new installation and not a repair to old equipment.

A landlord may increase the rent because of hardship or increased labor costs. For rent controlled apartments in New York City, the rent may also be adjusted according to changes in the prices of various types of heating fuels.

Rents may be increased in individual apartments for substantial increases in living space, new equipment, improvements or furnishings.

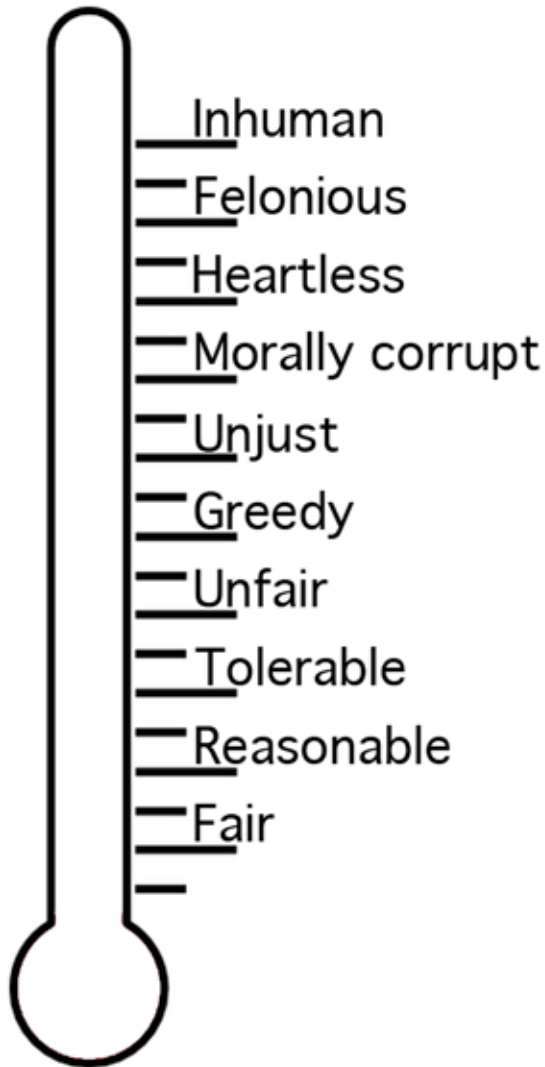
Landlords must file an application with DHCR for the increase within two years after making the improvements.

Only with permission from tenants, the landlord can seek a monthly increase for improvements made to an apartment for up to 1/40 of the cost of improvements, including installation but excluding finance charges.

Tenants may challenge the rent increase and no rent adjustment may be charged until DHCR approves the application.



Use the chart below to rate your landlord.
Then compare results with your neighbors



WHO IS MY LANDLORD ANYWAY?

6'0"

5'0"

4'0"

3'0"

2'0"



To find out who holds the deed to your building go to the Automated City Register Information System (ACRIS) search page at:

<http://a836-acris.nyc.gov/CP/LookUp/Index>

You can also access the information by going through the city's website nyc.gov

To find out if there are any violations registered with your building visit New York City's Department of Housing website at:

<http://www.nyc.gov/html/dob/html/bis/bis.shtml>

and type in your address information in the boxes on the lower left corner of the page in the "Buildings Information" section.

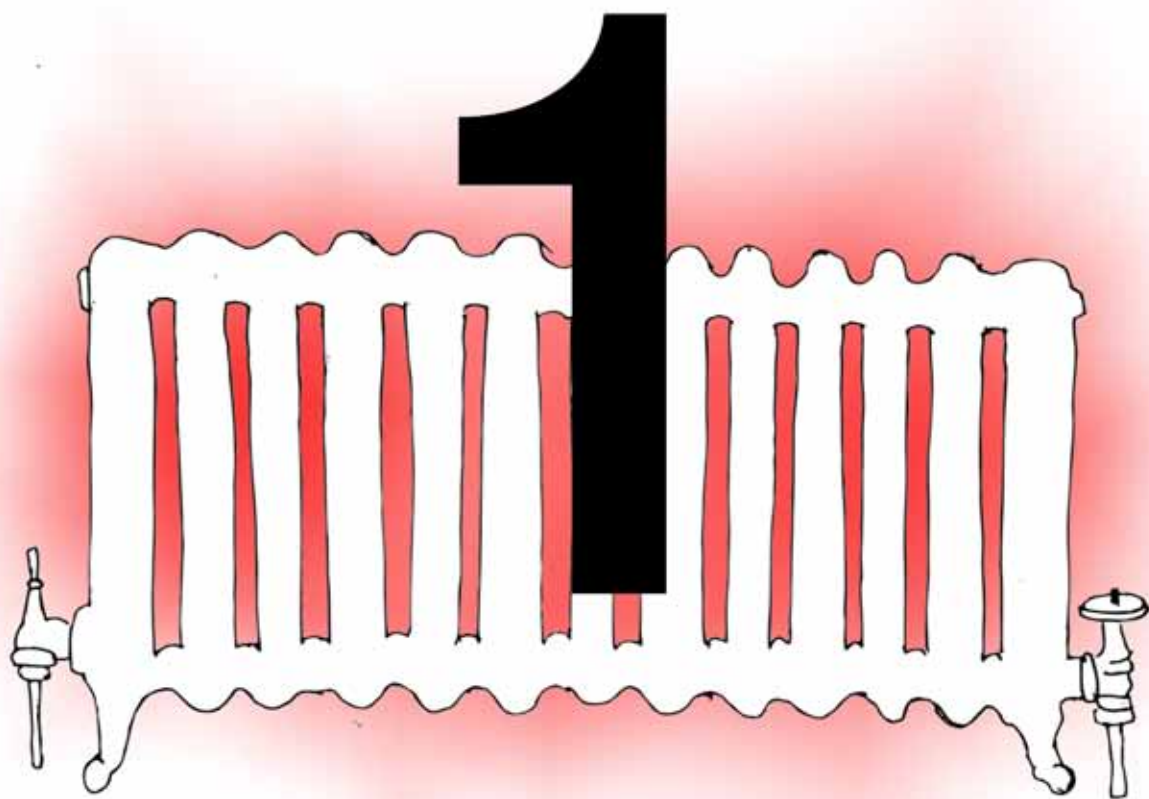
LANDLORDS' DUTY OF REPAIR

LANDLORDS OF MULTIPLE DWELLINGS MUST KEEP THE APARTMENTS AND THE BUILDING'S PUBLIC AREAS IN "GOOD REPAIR" AND CLEAN AND FREE OF VERMIN GARBAGE OR OTHER OFFENSIVE MATERIAL. LANDLORDS ARE REQUIRED TO MAINTAIN ELECTRICAL PLUMBING SANITARY HEATING AND VENTILATING SYSTEMS AND APPLIANCES LANDLORDS INSTALL SUCH AS REFRIGERATORS AND STOVES IN GOOD AND SAFE WORKING ORDER. TENANTS SHOULD BRING COMPLAINTS TO THE ATTENTION OF THEIR LOCAL HOUSING OFFICIALS.

IN NEW YORK CITY THE LANDLORD IS REQUIRED TO MAINTAIN THE PUBLIC AREAS IN A CLEAN AND SANITARY CONDITION.

Heating Season

October



Heat must be supplied from October 1 through May 31 to tenants in multiple dwellings. If the outdoor temperature falls below 55°F between the hours of six a.m. and ten p.m., each apartment must be heated to a temperature of at least 68°F. If the outdoor temperature falls below 40°F between the hours of ten p.m. and six a.m., each apartment must be heated to a temperature of at least 55°F.

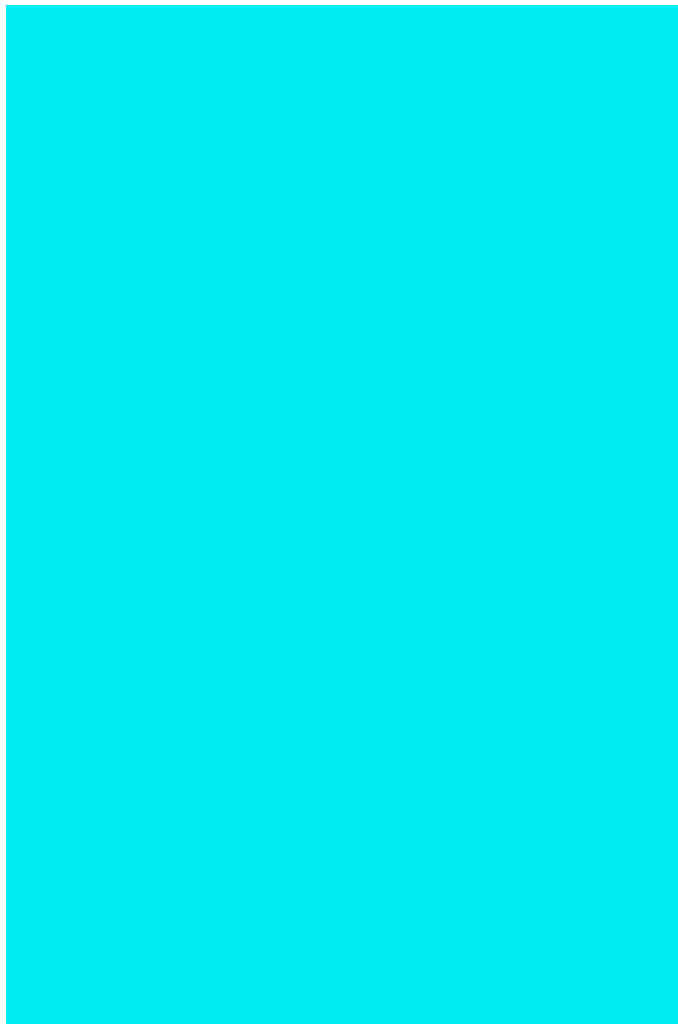
Landlords must provide all tenants of multiple dwellings with both hot and cold water. Hot water must register at or above a constant temperature of 120 degrees at the tap. If a tub or shower is equipped with an anti-scald valve that prevents the hot water temperature from exceeding 120 degrees, the minimum hot water temperature for that tub or shower is 110 degrees. Continuation of Utility Service when the landlord of a multiple dwelling is delinquent in paying utility bills, the utility must give advance written notice to tenants and to certain government agencies of its intent to discontinue service.

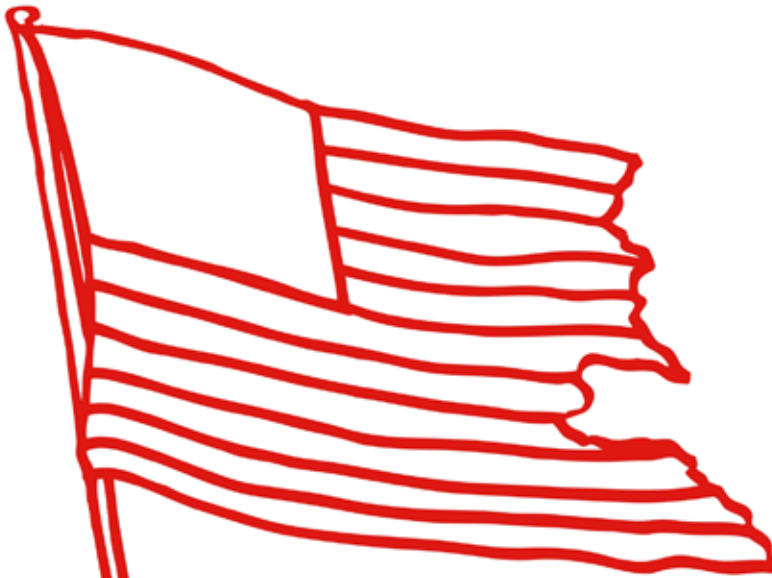
Service may not be discontinued if tenants pay the landlord's current bill directly to the utility company. Tenants can deduct these charges from future rent payments. The Public Service Commission can assist tenants with related problems. If a landlord of a multiple dwelling fails to pay a utility bill and service is discontinued, landlords may be liable for compensatory and punitive damages.

DOCUMENT

IT'S IMPORTANT TO USE A CAMERA TO DOCUMENT THINGS THAT ARE BROKEN IN YOUR APARTMENT AND THAT NEED REPAIR. YOU CAN GET CLOSE UPS OF ALL THOSE LEAKS, PEELING PAINT AND DETERIORATING AREAS OF YOUR APARTMENT TO SEND TO YOUR LANDLORD OR MANAGEMENT COMPANY AS A GENTLE REMINDER OF THEIR NEGLIGENCE, OR BETTER YET TO SHOW THE JUDGE WHEN YOU'RE IN HOUSING COURT WITH YOUR LANDLORD. GETTING PICTURES FROM A LOT OF APARTMENTS, PRINTING THEM OUT AND SENDING THEM IN AT ONCE WITH A LETTER IS ALSO A GREAT WAY TO CONNECT WITH YOUR NEIGHBORS AND ENCOURAGE REPAIRS BY YOUR LANDLORD. YOU CAN ALSO USE A CAMERA WHEN WORKING ON ART PROJECTS WITH YOUR NEIGHBORS. YOU MIGHT WANT TO TAKE LOTS OF PICTURES TO SHARE WITH OTHERS OR TO REMEMBER THE EVENT. YOU CAN TAKE ALL THE PICTURES OR YOU CAN PASS THE CAMERA AROUND SO YOU CAN BE IN SOME OF THEM TOO.







Discrimination

Landlords may not refuse to rent to, renew the lease of, or otherwise discriminate against, any person or group of persons because of race, creed, color, national origin, sex, disability, age, marital status or familial status. In New York City, tenants are further protected against discrimination with respect to lawful occupation, sexual orientation, partnership status and immigration status. People with AIDS or who are HIV-positive, as well as recovering alcoholics, are also protected from discrimination. Further, NYC landlords are prohibited from discriminating against tenants based on lawful source of income which includes income from social security or any form of federal, state or local public assistance including Section 8 vouchers.

Landlords may not discriminate against any person who has children living with them, by refusing to rent an apartment or by insisting upon unfavorable lease terms on the basis of the person having children. However, this restriction does not apply to housing units for senior citizens which are subsidized or insured by the federal government. In addition, a lease may not require that tenants remain childless during their tenancy.

If you are having problems with discrimination from your landlord you should contact HUD within one year after the discriminatory housing practice occurs or ceases. A tenant discriminated against may also choose to sue for damages against a landlord who violates this law, and may recover attorney's fees if successful.

Color This Page!



Harassment!

A landlord is prohibited from any action intended to force a tenant out of an apartment or to convince a tenant to give up their lawful rights. No landlord, or any party acting on the landlord's behalf, may interfere with the tenant's privacy, comfort, or quiet enjoyment of the apartment. Harassment may take the form of physical or verbal abuse, willful denial of services, or multiple instances of frivolous litigation. A landlord lying or deliberately misrepresenting the law to a tenant is also considered harassment.

Rent regulated tenants who feel they have been victimized by harassment should contact DHCR. Landlords found guilty of harassment are subject to fines of up to \$5,000 for each violation. Under certain circumstances, harassment of a rent regulated tenant may constitute a class E felony.

New York City tenants have additional protections against harassment; tenants may bring a claim in housing court and the court may issue restraining orders against owners if violations have been found.

TENANTS' PERSONAL PROTECTIONS

TENANT ORGANIZATIONS

Tenants have a legal right to organize. They may form, join, and participate in tenant organizations for the purpose of understanding and protecting their rights. Landlords are required to permit tenant organizations to meet, at no cost, in any community or social room in the building, even if the use of the room is normally subject to a fee. Tenant organization meetings are required to be held at reasonable times and in a peaceful manner, which does not block access to the building

RETALIATION

Landlords are prohibited from harassing or retaliating against tenants who exercise their rights. For example, landlords may not seek to evict tenants solely because tenants (a) make good faith complaints to a government agency regarding violations of any health or safety laws; (b) take good faith actions to protect their rights under the lease; or (c) participate in tenant organizations. Tenants may collect damages from landlords who violate this law, which applies to all rentals except owner-occupied buildings with fewer than four units.

Color This Page!



Color This Page!





RIGHT TO SHELTER

TEMPORARY HOUSING ASSISTANCE

GOVERNED BY A UNIQUE RIGHT TO SHELTER MANDATE, NEW YORK CITY PROVIDES TEMPORARY EMERGENCY SHELTER TO EVERY MAN, WOMAN, AND CHILD WHO IS ELIGIBLE FOR SERVICES, EVERY NIGHT. THIS POLICY SETS NEW YORK APART FROM MUNICIPALITIES ACROSS THE NATION, MANY OF WHICH TURN HOMELESS INDIVIDUALS AND FAMILIES AWAY ONCE SHELTERS HAVE FILLED UP OR SIMPLY PUT THEIR NAMES ON A WAITING LIST.

IN ORDER TO MEET ITS LEGAL OBLIGATIONS, THE DEPARTMENT OF HOMELESS SERVICES (DHS) MAINTAINS AN OPEN-ENDED REQUEST FOR PROPOSAL (RFPI) PROCESS, THROUGH WHICH NONPROFIT SOCIAL SERVICES PROVIDERS SUBMIT PROPOSALS TO OPEN SHELTERS IN NEIGHBORHOODS THROUGHOUT NEW YORK CITY, AS NEEDED TO MEET DEMAND. ONCE A SHELTER PROPOSAL HAS BEEN APPROVED, DHS WORKS WITH LOCAL COMMUNITY BOARDS AND OFFICES OF LOCAL ELECTED OFFICIALS TO MAINTAIN REGULAR AND ONGOING DIALOGUE, AND TO ADDRESS ANY COMMUNITY ISSUES AND CONCERNS. AT THE SAME TIME, WE ASK NEW YORKERS TO ACCEPT THOSE WHO ARE SHELTERED IN THEIR COMMUNITY AS NEIGHBORS, INDIVIDUALS AND FAMILIES IN CRISIS WHO NEED THE CITY'S ASSISTANCE IN OVERCOMING A HOUSING EMERGENCY.

SHELTER CONTINUED

ADULT FAMILIES

THE DEPARTMENT OF HOMELESS SERVICES (DHS) CONSIDERS AN ADULT FAMILY TO BE ANY FAMILY WITHOUT MINOR CHILDREN, INCLUDING THE FOLLOWING HOUSEHOLD COMPOSITIONS:

- APPLICANTS WHO ARE A LEGALLY MARRIED COUPLE AND PRESENT A VALID ORIGINAL MARRIAGE CERTIFICATE; OR APPLICANTS WHO ARE A DOMESTIC PARTNERS COUPLE AND PRESENT A VALID ORIGINAL DOMESTIC PARTNERSHIP CERTIFICATE; OR
- ADULTS WHO PROVIDE, AS PART OF THEIR APPLICATION FOR TEMPORARY HOUSING ASSISTANCE, PROOF ESTABLISHING THE
- MEDICAL DEPENDENCE OF ONE APPLICANT UPON ANOTHER; TWO OR MORE ADULTS WHO CAN PROVIDE BIRTH CERTIFICATES TO:
- PROVE A PARENT/CHILD OR SIBLING FAMILY RELATIONSHIP OR SHARE A "CARETAKING" (EMOTIONALLY OR PHYSICALLY SUPPORTIVE) RELATIONSHIP, INCLUDING:
 - (I) AUNT/UNCLE TO NIECE/NEPHEW; (II) GRANDPARENT TO GRANDCHILD; (III) PARENT TO CHILD OR STEP-CHILD; AND (IV) SIBLINGS;
- AND CAN DEMONSTRATE THAT THEY HAVE RESIDED WITH ONE ANOTHER FOR 188 DAYS WITHIN THE YEAR IMMEDIATELY PRIOR TO THE DATE OF THEIR APPLICATION.

*CLIENTS MUST BE ABLE TO VERIFY THAT THEIR HOUSEHOLD CONSTITUTES A FAMILY AS DEFINED ABOVE.

WHERE DO FAMILIES WITH CHILDREN OVER 21 APPLY FOR SHELTER?

ADULT FAMILY INTAKE CENTER (AFIC) 488-438 EAST 38TH STREET, NEW YORK, NY 10016.

AFIC IS OPEN 24 HOURS PER DAY, INCLUDING WEEKENDS AND HOLIDAYS.

ADULT FAMILIES APPLYING FOR SHELTER MUST HAVE VALID ORIGINAL IDENTIFICATION, SUCH AS:

- ANY FORM OF ID WITH A PICTURE AND PROOF OF AGE, SUCH AS A WELFARE ID CARD, GREEN CARD, DRIVER'S LICENSE,
- PASSPORT/VISA, OR PICTURE EMPLOYMENT CARD,
- BIRTH CERTIFICATE,
- SOCIAL SECURITY CARD
- MEDICAID CARD
- IDENTITY CARD IN THE PUBLIC ASSISTANCE SYSTEM

IF WORKING, YOUR MOST RECENT PAY STUB

IT IS ALSO A REQUIREMENT FOR EACH APPLICANT TO PROVIDE PROOF OF RESIDENCE FOR THE LAST YEAR. AS SUCH, IT IS ALWAYS USEFUL IF CLIENTS ARE ABLE TO BRING DOCUMENTS SUCH AS EVICTION PAPERS OR MARSHAL'S NOTICES, LEASES, CON EDISON OR TELEPHONE BILLS, PAY STUBS, OR PROOF OF INCOME.

SHELTER CONTINUED

FAMILIES WITH CHILDREN

DHS CONSIDERS FAMILIES WITH CHILDREN TO BE THE FOLLOWING HOUSEHOLDS:

- FAMILIES WITH CHILDREN YOUNGER THAN 21 YEARS OF AGE
- PREGNANT WOMEN
- FAMILIES WITH A PREGNANT WOMAN

ALL FAMILIES WITH CHILDREN MUST APPLY FOR SHELTER AT:

PREVENTION ASSISTANCE AND TEMPORARY HOUSING (PATH)

151 EAST 151ST STREET BRONX, NY

PATH IS OPEN 24 HOURS PER DAY, INCLUDING WEEKENDS AND HOLIDAYS.

PATH PROCESSES APPLICATIONS DURING BUSINESS HOURS (9 A.M. TO 5 P.M.)

THE MAIN TELEPHONE NUMBER FOR PATH IS (917) 521-3988.

ALL FAMILIES WHO ARE APPLYING FOR SHELTER AT PATH MUST HAVE PROPER

IDENTIFICATION FOR ALL MEMBERS OF THEIR HOUSEHOLD, SUCH AS:

- ANY FORM OF ID WITH A PICTURE AND PROOF OF AGE, SUCH AS WELFARE ID CARD, GREEN CARD, DRIVER'S LICENSE, PASSPORT/VISA, OR PICTURE EMPLOYMENT CARD.
- BIRTH CERTIFICATE
- SOCIAL SECURITY CARD
- MEDICAID CARD
- IDENTITY CARD IN THE PUBLIC ASSISTANCE SYSTEM
- IF WORKING, YOUR MOST RECENT PAY STUB

FAMILY WORKERS ARE AVAILABLE ON-SITE TO HELP FAMILIES OBTAIN NECESSARY INFORMATION AND DOCUMENTS FROM GOVERNMENT AGENCIES AND THIRD PARTIES, TO THE EXTENT REASONABLY POSSIBLE.

SHELTER CONTINUED

SINGLE ADULTS

DHS CONSIDERS A SINGLE ADULT TO BE ANY MAN OR WOMAN OVER THE AGE OF 18 WHO SEEKS SHELTER INDEPENDENTLY, WITHOUT BEING ACCOMPANIED BY OTHER ADULTS AND/OR MINORS.

MEN

ALL SINGLE ADULT MALES MUST APPLY AT:

39TH STREET INTAKE CENTER 400-430 EAST 39TH STREET NEW YORK, NY

OPEN 24 HOURS PER DAY, INCLUDING WEEKENDS AND HOLIDAYS.

HOW TO GET THERE: SUBWAY: TAKE THE 6 TRAIN TO 29TH STREET. WALK EAST TO 1ST AVE AND TURN LEFT. HEADING NORTH TO 39TH ST. ENTRANCE IS AT 39TH STREET AND 1ST AVE.

WOMEN

ALL SINGLE ADULT WOMEN MUST APPLY AT ONE OF THE FOLLOWING LOCATIONS:

HELP WOMEN'S SHELTER

116 WILLIAMS AVENUE (BETWEEN LIBERTY AVENUE AND GLENMORE AVENUE) BROOKLYN, NY

HOW TO GET THERE: SUBWAY: TAKE THE C TRAIN TO LIBERTY AVENUE.

FRANKLIN SHELTER

1122 FRANKLIN AVENUE (NEAR 166TH STREET) BRONX, NY

HOW TO GET THERE:

TAKE THE 2 TRAIN TO 149TH STREET, FOLLOWED BY THE #55 BUS TO 166TH STREET AND 3RD AVENUE.

*HOMELESS INDIVIDUALS WHO HAVE BEEN IN SHELTER IN THE LAST 12 MONTHS SHOULD RETURN TO THE SAME SHELTER.

THE FOLLOWING FORMS OF ID ARE VERY HELPFUL DURING THE INTAKE PROCESS (BUT ARE NOT REQUIRED):

- ANY FORM OF ID WITH A PICTURE AND PROOF OF AGE, SUCH AS A DRIVER'S LICENSE, STATE-ISSUED ID, PASSPORT OR VISA.
- WELFARE CARD OR GREEN CARD
- SOCIAL SECURITY CARD
- MEDICAID CARD, IF AVAILABLE
- IF WORKING, YOUR MOST RECENT PAY STUB

Color This Page!





ONE SHOT DEAL

**HRA's Infoline
(718) 557-1399**

In a **ONE SHOT** deal the NYC HRA Office will make a one time payment on your behalf for rent, utilities or other payments pertaining to housing. This should be thought of as a **ONE** time payment which explains the name of the grant "ONE SHOT" so you should be sure that this is a situation that you really can't resolve on your own or with the help of family and friends. Contact your local HRA office for more info!

ELIGIBLE CIRCUMSTANCES

- Homelessness
- Eviction
- Utility disconnected or pending termination
- Fire disaster
- Domestic violence
- Circumstances that affect the health and safety of you or your family



EVALUATION BASED ON:

- tenant's ability to pay going forward using proof of income and/or a 3rd party agreeing to make future rental payments and their proof of income
- Pay current rent and attend all appointments and court dates for **ONE SHOT DEAL** application review
- Valid reason for falling behind in rental payments i.e job loss, family emergency, funeral expenses
- Rent owed must be less than \$7K except in certain circumstances

NEIGHBORHOOD ETIQUETTE

HOW TO GREET YOUR NEIGHBOR:

TRY USING PHRASES SUCH AS:

MAKE EYE CONTACT AND SMILE



GOOD
MORNING



GOOD
AFTERNOON



GOOD
EVENING



CAT-CALLING IS NEVER A GOOD IDEA

TO MEN:

ALTHOUGH IT MAY SEEM FRIENDLY, YO MA, MAMI, OR SHORTY ARE OFFENSIVE EVEN WHEN ACCOMPANIED BY A COMPLIMENT SUCH AS "YOU LOOK BEAUTIFUL" OR OTHER PERSONAL MUSINGS.

WHY? YOU ASK.

WELL BECAUSE WOMEN DON'T NEED THE COMPLEMENTS OF STRANGERS TO VALIDATE THEM AND TO ASSUME THAT WE SHOULD BE GRATEFUL FOR UNSOLICITED COMMENTS ON OUR APPEARANCE IS OFFENSIVE AND MISOGYNISTIC. AND MISOGYNY IS NOT NEIGHBORLY.

TO WOMEN:

ALTHOUGH THEY ARE SOMETIMES JUST TRYING TO BE FRIENDLY PEOPLE WHO USE CAT-CALLING AS AN ENTRY WAY TO MAKING FRIENDS (OR MAYBE A LITTLE MORE THAN FRIENDS) ARE NOT REALLY SEEING YOU AS A REAL PERSON. SO DON'T WASTE YOUR TIME OR POSITIVITY ON ANYONE WHO DOES THIS TO YOU.

HANGING OUTSIDE YOUR BUILDING:

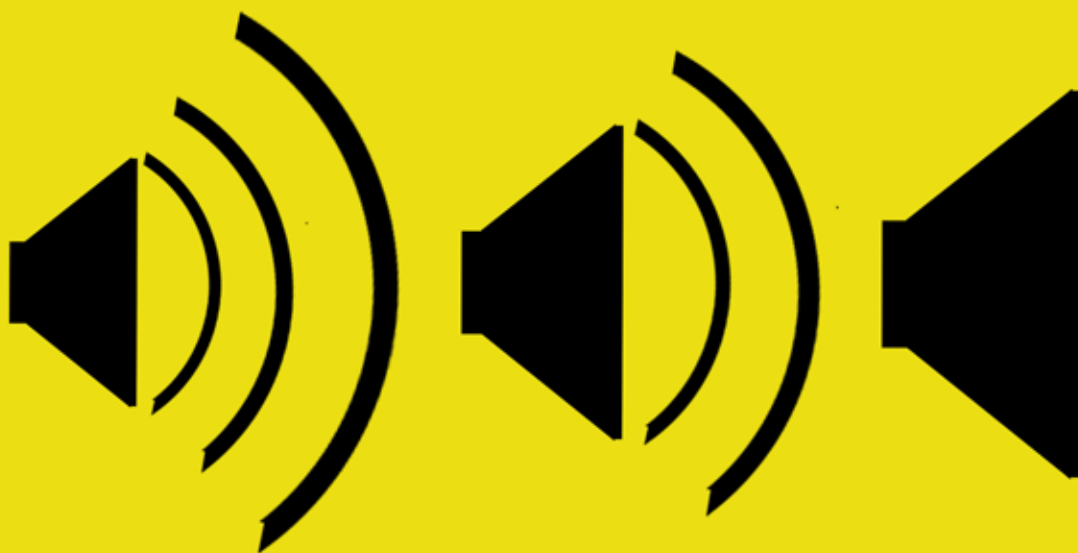
WHEN SITTING ON THE STOOP YOU NEED TO BE SURE THAT YOU LEAVE ROOM FOR PEOPLE TO COME UP AND DOWN THE STEPS OR AT LEAST PAY ATTENTION AND MOVE OUT OF THE WAY WHEN PEOPLE ARE ENTERING OR EXITING THE BUILDING. ALSO WHEN RUNNING DOWN THE STREET WITH YOUR FRIENDS IN THE MIDDLE OF THE NIGHT, KEEP YOUR VOICES DOWN PEOPLE ARE TRYING TO SLEEP. SAME GOES FOR WALKING INTO YOUR BUILDING LATE AT NIGHT. NOT EVERY NEIGHBOR WANTS PROOF THAT YOU'RE HOME

PARTIES:

EVERYONE LOVES A GOOD PARTY

....EXCEPT THE UNREASONABLY LOUD ONES THEY WEREN'T INVITED TO. SO IF YOU DECIDE TO CELEBRATE SOMETHING IN AN UNREASONABLY LOUD WAY BE SURE TO SPEAK WITH YOUR NEIGHBORS AND AGREE UPON A TIME TO QUIET DOWN.

ALSO REMEMBER YOU ARE RESPONSIBLE FOR YOUR GUEST, SO IF YOUR GUESTS BEHAVIOR GETS OUT OF CONTROL I.E. VOMITING ON YOUR NEIGHBORS DOOR, YOU'RE RESPONSIBLE FOR THE CLEAN UP IF BARF FACE SKIPPS OUT ON THIS DUTY. (BASED ON A TRUE STORY)



LITTERING:

THERE IS NO MAGICAL SOLUTION TO GETTING RID OF LITTER, JUST DON'T DO IT. WHEN YOU ARE EATING OR DRINKING ON THE GO, OR JUST HAPPEN TO HAVE A POCKET OR BAG OF ITEMS THAT YOU NO LONGER WANT JUST PUT IT IN A TRASH CAN. IF YOU CAN'T FIND A TRASH CAN THE MOMENT YOU WANT TO GET RID OF YOUR GARBAGE HOLD ON TIGHT FOR A JUST A FEW MINUTES MORE UNTIL YOU GET TO A TRASH CAN MOST LIKELY AT A STREET CORNER.

**MAKING ART TOGETHER IS A GOOD WAY TO
CONNECT WITH YOUR COMMUNITY.**

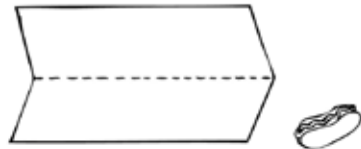


**HERE ARE SOME THINGS THAT YOU CAN DO TO
GET TO KNOW YOUR NEIGHBORS BETTER.**

HOW TO MAKE A BOOK FROM ONE SHEET OF PAPER



1. START WITH A SINGLE SHEET OF PAPER



FOLD THE PAPER IN HALF LENGTH WISE AKA THE HOTDOG FOLD

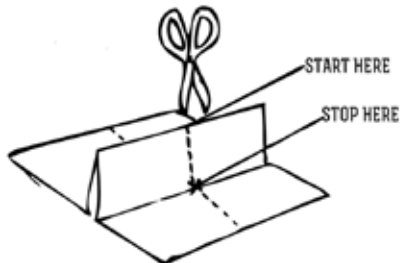


3. UNFOLD THE PAPER

4. NOW FOLD THE PAPER IN HALF AKA THE HAMBURGER FOLD



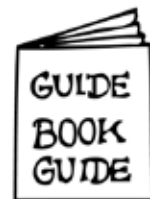
5. FOLD THE EDGES UP TO THE CENTER CREASE
IT SHOULD LOOK LIKE A W FROM THE SIDE



6. NOW YOU NEED SCISSORS TO CUT FROM
THE CENTER CREASE DOWN TO THE NEXT CREASE

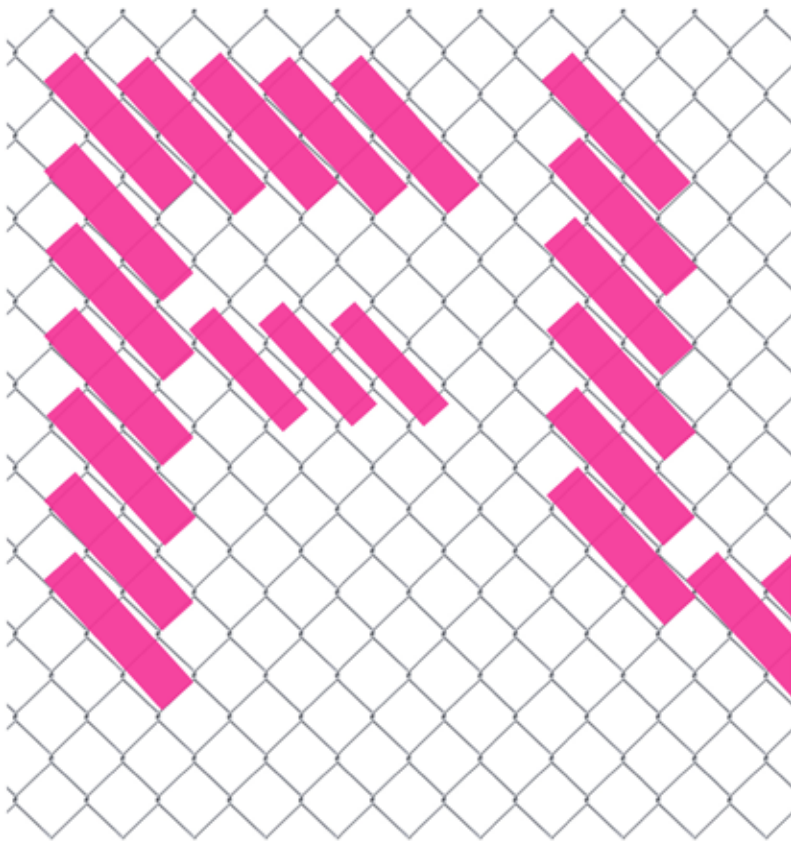


8. AND FOLD DOWN



9. WATCH YOUR SHEET OF PAPER
BECOME A BOOK

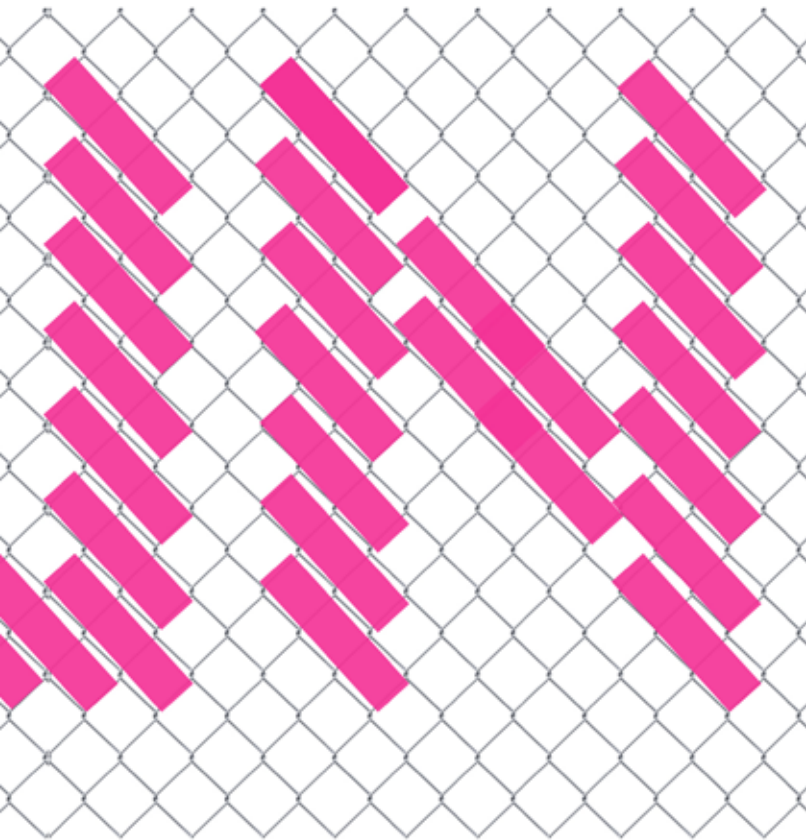
HOW TO DISGUISE CHAIN LINK FENCES AS MESS



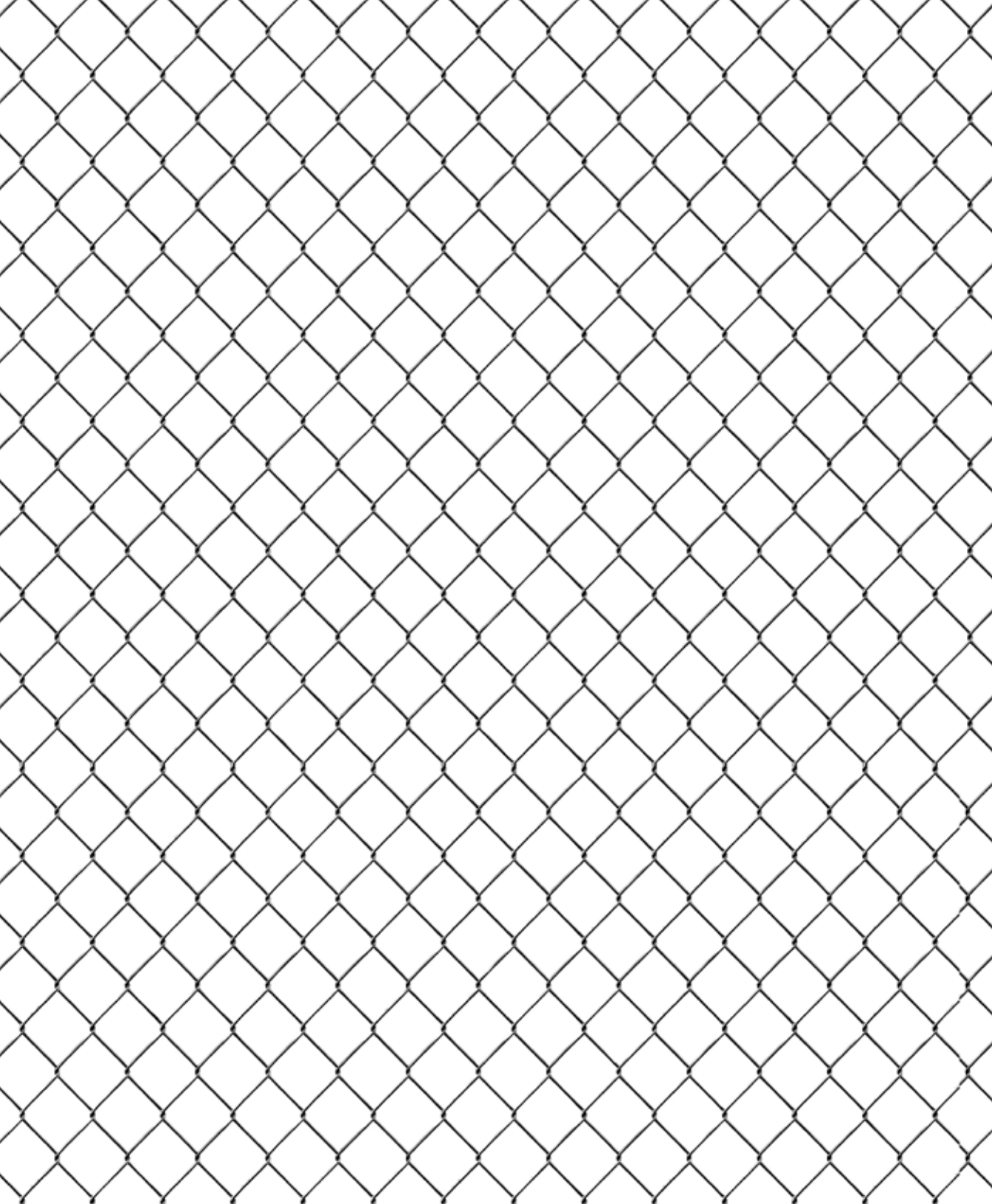
...TO ALL OF YOUR NEIGHBORS

1. FIND A CHAIN LINK FENCE THAT IS VISIBLE TO
2. CUT OLD FABRIC OR BED SHEETS INTO 1 OR 2 INCH S
3. COME UP WITH A THOUGHT
4. WEAVE YOUR THOUGHT PROVOKING INSPIRING PHRAS
- THE FENCE HOLES THE SAME WAY YOU WOULD
5. EXPECT YOUR NEIGHBORS TO PRAISE

PAGES OF ENCOURAGEMENT AND UNDERSTANDING...



**USING VERY LITTLE MATERIALS
EVERYONE AND CARED ABOUT BY ALMOST NO ONE.
TRIPS. THE FABRIC CAN BE ANY LIGHT OR BRIGHT COLOR.
PROVOKING INSPIRING PHRASE
E ONE LETTER AT A TIME USING YOUR CUT STRIPS THROUGH
D IF YOU WERE EMBROIDERING A WHIP STITCH.
SE OR COMPLAIN ABOUT YOUR EFFORTS**



USE THIS PAGE TO PRACTICE!

Quick and Dirty Herb Fence Garden

Cut off the bottom of the plastic bottles, discard the bottom turn the bottle cap side down.



Punch three small holes in the bottle cap using an awl.



Fill bottle 1/3 of the way with soil and put the small plant in the plastic bottle. Be sure to gently open the roots of the plant before you put it in. Continue to fill the bottle with dirt making sure the roots of the plant are in the dirt. Fill about 3/4 of the way.

Wrap colored tape around the bottle to keep light away from the roots and keep them a little cooler.

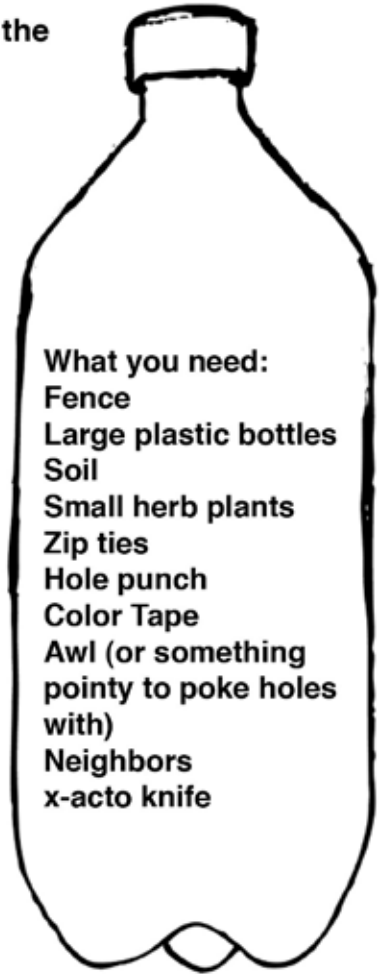
Use your hole puncher to put two holes, about an inch apart, just above the dirt line. Slip a zip tie through the holes and attach it to fence.

Continue with this process, arranging the plants in an attractive manner.

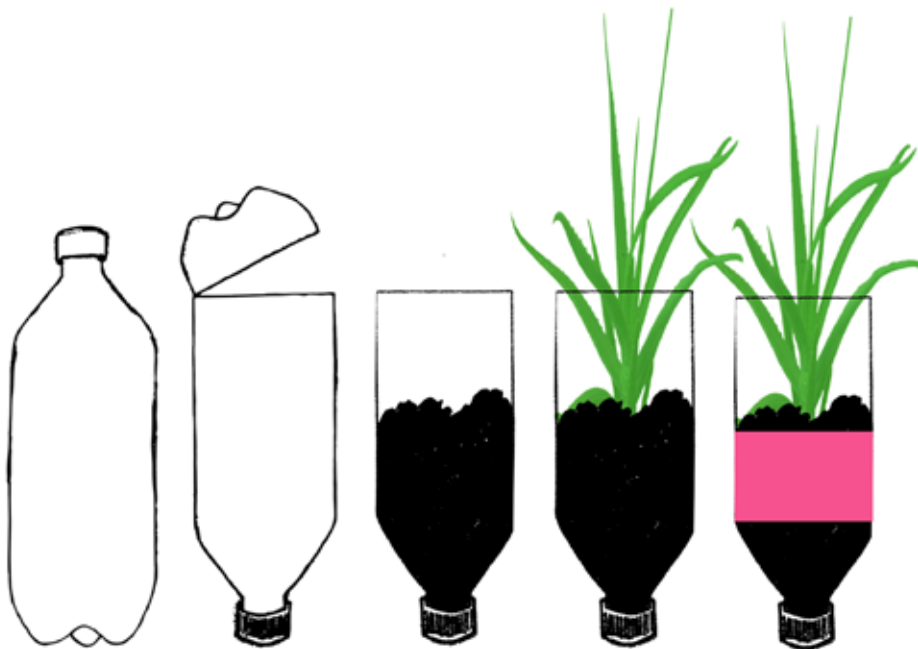
Water daily

What you need:

Fence
Large plastic bottles
Soil
Small herb plants
Zip ties
Hole punch
Color Tape
Awl (or something pointy to poke holes with)
Neighbors
x-acto knife



Evolution Of A Plastic Bottle:



EVICTIIONS

COUNTY OF: KINGS
INDEX NUMBER: 666

CITY OF NEW YORK
OFFICE OF THE MARSHALL
6725 11th AVENUE
BROOKLYN NY 11219

Only a sheriff, marshal or constable can carry out a court-ordered warrant to evict a tenant. Landlords may not take the law into their own hands and evict a tenant by use of force or unlawful means.

Landlords cannot:

Lock the tenants out of the apartments

Make violent threats

Discontinue heat or water

Remove tenants possessions



A tenant with a lease is protected from eviction during the lease period so long as the tenant does not violate any substantial provision of the lease or any local housing laws or codes, which could be non-payment, using the premises for illegal purposes, or committing or permitting a nuisance.

For both regulated and unregulated apartments, landlords must give formal notice of their intention to obtain legal possession of the apartment.

Landlords of rent-regulated apartments may be required to seek approval from DHCR before commencing a court proceeding, depending on the grounds for eviction. Where a tenant fails to pay rent, is causing a nuisance, damages the apartment or building, or commits other wrongful acts, the owner may proceed directly in court. Other grounds, such as where the owner seeks to demolish the building, require that the owner first receive approval from DHCR.

A tenant can be legally evicted only after the landlord has brought a court proceeding and has obtained a judgment of possession. A tenant should never ignore legal papers; an eviction notice can still be sent if a tenant did not appear in court to answer court papers (petition) sent by the landlord.

EVICTIIONS CONTINUED

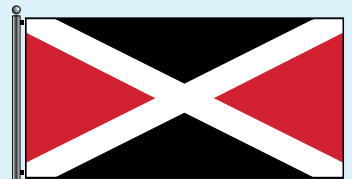
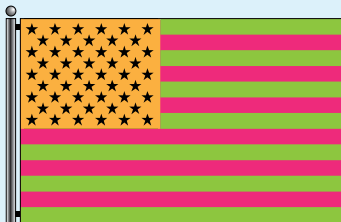
COUNTY OF: KINGS
INDEX NUMBER: 666

CITY OF NEW YORK
OFFICE OF THE MARSHAL
6725 11th AVENUE
BROOKLYN NY 11219

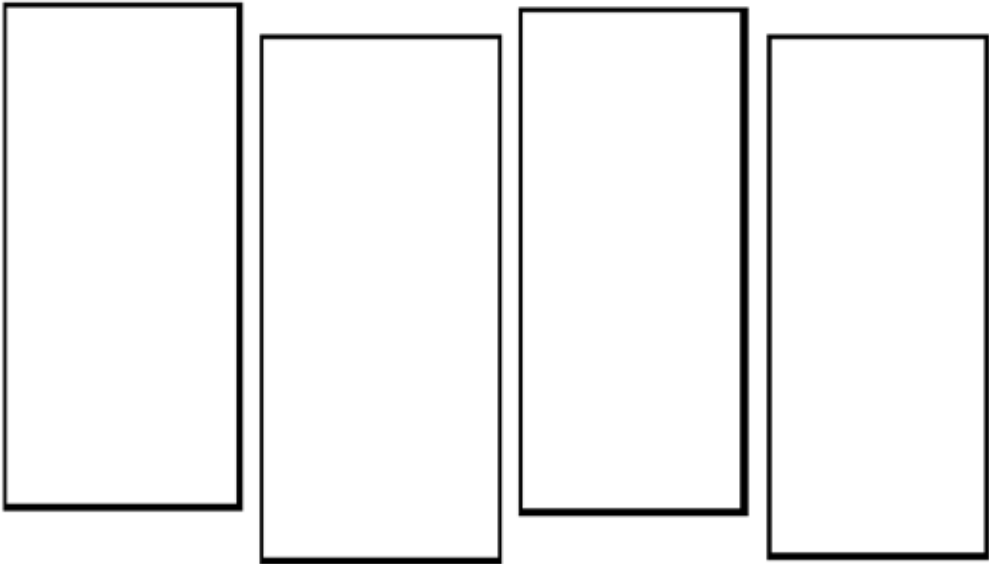
When a tenant is evicted, the landlord may not retain the tenant's personal belongings or furniture. The landlord must give the tenant a reasonable amount of time to remove all belongings.



A tenant who is evicted from an apartment in a forcible or unlawful manner is entitled to recover triple damages in a legal action against the landlord. Landlords in New York City who use illegal methods to force a tenant to move are also subject to both criminal and civil penalties. Further, the tenant may be entitled to be restored to occupancy. In New York City, a landlord may not evict a tenant in a rent stabilized apartment for purposes of owner occupancy if the tenant or the spouse of the tenant is a senior citizen or is disabled, unless the landlord provides an equivalent or superior apartment at the same or lower rent in a nearby area. In rent controlled apartments statewide and in rent stabilized apartments outside New York City, a landlord may not evict a senior citizen, a disabled person, or any person who has been living in the apartment for 20 years or more for purposes of owner occupancy.



DESIGN YOUR OWN FLAG BELOW



then create it for realz to represent for your community
your block or just for the sake of your own individuality
On a large peice of fabric (or tyvek copped from the post office)
Use fabric or perminant markers, paint,
or sewn fabric scraps to realize your design.
don't forget to jump and wave



Other Resources

New York Department of Homes and Community Renewal

For general information and questions:

Monday–Friday: 9:00 AM–5:00 PM

<http://www.nyshcr.org/>

1-866-ASK-DHCR (1-866-275-3427)

Rent Info Line: 718-739-6400

New York State Homes and Community Renewal (HCR) consists of all the State's major housing and community renewal agencies, including The Affordable Housing Corporation, The Division of Housing and Community Renewal, Housing Finance Agency, State of New York Mortgage Agency, Housing Trust Fund Corporation and others.

UHAB Urban Homesteading Assistance Board

<http://uhab.org/programs/organizing>

UHAB works to empower tenants in federally subsidized, state subsidized, and rent-stabilized buildings to make proactive decisions regarding their building. By forming tenant associations that meet regularly with UHAB organizers, tenants are encouraged to exercise their collective power to choose a model of ownership that suits the needs/wants of their building, hold landlords and lenders accountable, and fight for safe, comfortable, and affordable housing.

Neighborhood Housing Services of New York City (NHS)

Bed Stuy Phone: 718-919-2100

East Flatbush Phone: 718-469-4679

NYC Central Services Phone: 212-519-2500

<http://www.nhsnyc.org/>

Neighborhood Housing Services of New York City (NHS) serves the metropolitan area of New York. Through financial empowerment and affordable lending, NHS enables individuals and families to invest in, preserve and improve their Neighborhoods, their homes and their future. In addition to providing services throughout New York City, NHS is a community-based organization with targeted impact in the following Neighborhoods: Bedford-Stuyvesant, East Flatbush, North Bronx, Northern Queens, and South Bronx.

Other Resources continued

To find a lawyer if you have a low income and cannot afford a lawyer, you may be eligible for free legal services (a free attorney). Organizations that offer help include:

The Legal Aid Society (212) 577-3300
Legal Services NYC (646) 442-3600
New York Legal Assistance Group (212) 613-5000

The Metropolitan Council on Housing's tenants' rights telephone hotline is open on Mondays, Wednesdays, and Fridays, From 1:30 p.m. to 5 p.m.
Tenants Rights Telephone Hotline 212-979-0611

New York State Tenants & Neighbors Coalition, Inc.
Phone: 212 608-4320 Email: info@tandn.org
<http://www.tenantsandneighbors.org/>

Tenants & Neighbors is a grassroots organization that helps tenants build and effectively wield their power to preserve at-risk affordable housing and strengthen tenants' rights in New York.

Housing Court Answers

Phone 212-962-4795 Website: <http://cwtfhc.org/housing-links/>
Housing Court Answers (formerly City-Wide Task Force on Housing Court) has been the best place to go for information about Housing Court for people without lawyers for over thirty years. Over the years, they have fought to reform the tenant screening process (known as the blacklist), establish a right to counsel and require the courts to post basic rights and responsibilities. Housing Court Answers provides Information Tables in the city's Housing Courts and staffs a hotline for callers with information about housing law, rent arrears assistance, and homeless prevention guidance. They staff an Information Table at 250 Broadway to assist public housing and Section 8 tenants in termination hearings. Housing Court Answers provides telephone assistance from 9am-5pm, Monday to Thursday.

Other Resources continued

NYC Human Resources Administration Offices (Job Centers)

Brooklyn HRA Offices

Bay Ridge Center

6740 Fourth Avenue, Brooklyn, NY 11220
Tel: 718-921-2084 | 718-921-2000
Fax: 917-639-2513 | HDU Fax: 917-639-2514
Monday – Friday 8:30am to 5:00pm

Bushwick Center

30 Thornton Street, Brooklyn, NY 11206
Tel: 718-963-5120 | 718-963-5117 | 718-963-7444
Fax: 917-639-2487 | HDU Fax: 917-639-2488
Monday – Friday 8:00am to 5:00pm

Clinton Hill Center

495 Clermont Ave, Brooklyn, NY 11238
Tel: 929-221-0922 | 929-221-2809
Fax: 917-639-2511 | HDU Fax: 917-639-2512
Monday – Friday 8:30am to 5:00pm

Coney Island Center

3050 West 21st Street, Brooklyn, NY 11224
Tel: 929-333-3945 | 929-333-3100
Fax: 917-639-2515 | HDU Fax: 917-639-2516
Monday – Friday 8:30am to 5:00pm

Dekalb Center

500 Dekalb Avenue, Brooklyn, NY 11205
Tel: 718-636-2495 | 718-636-2626
Fax: 917-639-2490 | HDU Fax: 917-639-2491
Monday – Friday 8:30am to 5:00pm

Family Services Call Center Brooklyn Satellite

275 Bergen Street, 1st Floor, Brooklyn, NY 11217
Tel: 718-694-8647 | 718-883-8296
Fax: 718-694-8233
Monday – Friday 8:30am to 5:00pm

(Primarily handles face to face recertifications and emergency walk-in activities for the Family Call Center's active child only cases whose payees are not in receipt of cash assistance.)

Refugee Center

88 3rd Ave 1st Floor, Brooklyn NY 11217
Tel: 718-250-4443 | 718-250-4040
Fax: 917-639-2484 | HDU Fax: 639-2485
Monday – Friday 8:30am to 5:00pm

Michael J. Handy Veterans' Service Center

25 Chapel Street, 6th FL, Room 606,
Brooklyn, NY 11201
Tel: 718-473-8313 | 718-222-2430
Fax: 917-639-2517 | HDU Fax: 917-639-2518
Monday – Friday 8:30am to 5:00pm
(Primarily services cash assistance recipient cases in which at least one household member is a Veteran.)

Bronx HRA Offices

Crotona

1910 Monterey Avenue, Bronx, NY 10457
Tel: 718-901-0201 | 718-901-5596
Fax: 917-639-2474 | HDU Fax: 917-639-2475
Monday – Friday 8:30am to 5:00pm

Family Services Call Center, Bronx Satellite

260 East 161st Street, Bronx, NY 10451
Tel: 718-664-1056 | 718-883-8296
Fax: 718-883-8233
Monday – Friday 8:30am to 5:00pm
(Primarily handles face to face recertifications and emergency walk-in activities for the Family Call Center's active child only cases whose payees are not in receipt of cash assistance.)

Other Resources continued

Fordham

2541-2549 Bainbridge Avenue, Bronx, NY 10458
Tel: 718-220-6622 | 718-220-7012
Fax: 917-639-2509 | HDU Fax: 917-639-2510
Monday – Friday 8:30am to 5:00pm

Hunts Point

260 East 161st Street, Bronx, N.Y. 10451
Tel: 718-664-2143 | 718-664-1140
Fax: 917-639-2481
Monday – Friday 8:30am to 5:00pm

Rider

305 Rider Avenue, Bronx, N.Y. 10451
Tel: 718-742-3811 | 718-742-3924
Fax: 917-639-2507 | HDU Fax: 917-639-2508
Monday – Friday 8:30am to 5:00pm

Manhattan HRA Offices

Dyckman

4055 10th Avenue, New York, NY 10034
212-569-9543 | 212-569-9626
Fax: 917-639-2502 | HDU Fax: 917-639-2503
Monday – Friday 8:30am to 5:00pm

East End

2322 Third Avenue, New York, NY 10035
212-860-2749 | 212-860-6801
Fax: 917-639-2502 | HDU Fax: 917-639-2503
Monday – Friday 8:30am to 5:00pm

Family Services Call Center

132 W. 125th Street, New York, NY 10027
212-666-7566 | 718-883-8296
Fax: 212-883-8233
Monday – Friday 8:30am to 5:00pm
(Primarily handles face to face recertifications and emergency walk-in activities for the Family Call Center's active child only cases whose payees are not in receipt of cash assistance.)

CENTRALIZED RENT PROCESSING UNIT

109 E. 16th Street, New York, NY 10003
212-835-8261 | 212-835-7682
Fax: 927-639-2524 | HDU Fax: 917-639-2528
Monday – Friday 8:30am to 5:00pm

Residential Treatment Service Center

109 E. 16th Street, New York, NY 10003
212-835-7937 | 212-835-7671
Fax: 917-639-2525
Monday – Friday 8:30am to 5:00pm

Senior Works Center

109 E. 16th Street, New York, NY 10003
212-835-8445 | 212-835-7691
Fax: 917-639-2526 | HDU Fax: 917-639-2530
Monday – Friday 8:30am to 5:00pm
(Primarily services public assistance recipients who are age 60 or over.)

St. Nicholas Job Center

132 W. 125th Street, New York, NY 10027
212-666-5678 | 212-666-5576
Fax: 917-639-2499 | HDU Fax: 917-639-2500
Monday – Friday 8:30am to 5:00pm
(Primarily serves SNCA individuals who reside in targeted zip codes associated with the Melrose and Rider Job Centers.)

Other Resources continued

Union Square

109 E. 16th Street, New York, NY 10003

212-835-8300 | 212-835-7361

Fax: 917-639-2527 | HDU Fax: 917-639-2529

Monday – Friday 8:30am to 5:00pm

(Primarily serves individuals identified as having significant barriers to employment and needing specialized services.)

Waverly

12 West 14th Street, New York, NY 10011

212-620-9890 | 212-620-9421

Fax: 917-639-2505 | HDU Fax: 917-639-2506

Monday – Friday 8:30am to 5:00pm

Queens HRA Centers

East River

One Honeywell Street, LIC, NY 11101

Tel: 718-784-2922 | 718-752-7001

Fax: 917-639-2494 | HDU Fax: 917-639-2495

Monday – Friday 8:30am to 5:00pm

(The East River Job Center serves homeless individuals and families citywide, by conducting application interviews; executing eligibility determinations; offering employment services; affording linkages to employment; and, working collaboratively with the Department of Homeless Services (DHS).)

Family Services Call Center Queens Satellite

34-00 Northern Boulevard, LIC, NY 11101

Tel: 718-610-2927 | 718-883-8296

Fax: 718-883-8233

Monday – Friday 8:30am to 5:00pm

(Primarily handles face to face recertifications and emergency walk-in activities for the Family Call Center's active child only cases whose payees are not in receipt of cash assistance.)

Family Service Call Center

165-08 88th Avenue 5th Floor,

Jamaica, NY 11432

Tel: 718-752-3937 | 718-883-8296

Fax: 917-639-2479 | HDU Fax: 917-639-2536

Monday – Friday 8:30am to 5:00pm

(Primarily a mail and phone operation servicing active child only cases whose payees are not in receipt of cash assistance.)

Jamaica

165-08 88th Avenue, Jamaica, NY 11432

Tel: 718-523-2146 | 718-883-8250

Fax: 917-639-2477 | HDU Fax: 917-639-2478

Monday – Friday 8:30am to 5:00pm

Queens

34-00 Northern Blvd, LIC, NY 11101

Tel: 718-752-7017 | 718-784-5919

Fax: 917-639-2493 | HDU Fax: 917-639-1120

Monday – Friday 8:30am to 5:00pm

Rockaway

219 Beach 59th Street, Rockaway, NY 11692

Tel: 718-637-2144 | 718-637-2140

Fax: 917-639-2521 | HDU Fax: 917-639-2522

Monday – Friday 8:30am to 5:00pm

Staten Island HRA Center

Richmond

201 Bay Street, Staten Island, NY 10301

Tel: 718-556-7334 | 718-390-5103

Fax: 917-639-0216 | HDU Fax: 917-639-1109

Hours: Monday – Friday 8:30am to 5:00pm

Acknowledgements

Some of the content in this guide is from New York State Rent Regulations guideline Board Website (nycrgb.org) The Official website of New York City (nyc.gov) and the US Department of Housing and Urban Development (hud.gov).

The Guide was produced with support from The Citizen's Committee New Yorker's for Better Neighborhood and the University of Vermont Lattie Coor grants..

Booklet Layout by Scott Dolan

Artwork by The Brooklyn Hi! Art Machine



