



**2024**

# Housing Resource Guide

Bronx Community Board No. 8  
Housing Committee



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## GENERAL INFORMATION

Bronx Community Board No. 8 (CB8) has updated the information contained in this Housing Resource Guide from 2017 to 2024 from a variety of sources as a convenient way for our residents to learn about and access a wide array of housing-related services. While we continue to strive in order to make the information accurate, we cannot guarantee the accuracy or completeness of the content. Provider listings in this Guide do not signify endorsements. An electronic version of this Guide is available at <http://www.nyc.gov/html/bxcb8/html/committees/housing.shtml>.

Also keep in mind that providers, services, hours of operation, regulations, websites, phone numbers and other details will change over time. If you plan to visit an institution, service provider, or other venue, we suggest that you call ahead or visit its website to confirm days and hours of operation. An appointment may be necessary or advisable for many services.

Help us keep this Guide accurate and up to date by letting the Board Office know of any needed corrections, updates, or local services that may be of interest. We will continue to update the Housing Resource Guide on an occasional basis, and the most up-to-date version will be available to view, download, and print from our website.

Please see **Your Opinion Counts** on page 33. Your feedback will let us know if the Guide is or is not useful to you and how we can improve.

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### Second Edition

This Housing Resource Guide is the culmination of a project originally undertaken by the Housing Committee of the Community Board. This update could not have been accomplished without the assistance of Housing Committee members and especially Jaylyn Adorno a devoted intern who was responsible for editing and production of the Housing Guide. For more information about Bronx Community Board No. 8, please contact us at our website at [www.nyc.gov/bronxcb8](http://www.nyc.gov/bronxcb8) or by telephone at 718-884-3959.

## **BRONX COMMUNITY BOARD NO. 8**

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Facebook: [facebook.com/bxcommunityboard8/](https://facebook.com/bxcommunityboard8/)

Dear Neighbor:

We are pleased to bring you this second amended version of the Housing Resource Guide for residents of Fieldston, Kingsbridge, Kingsbridge Heights, Marble Hill, Riverdale, Spuyten Duyvil, and Van Cortlandt Village, the neighborhoods that are within the district of Bronx Community Board No. 8.

The Housing Resource Guide remains a directory to assist residents with all manner of housing needs, including locating market rate or affordable housing, whether for rental, sale or purchase, resolution of housing-related complaints, resources to turn to if you are facing foreclosure or eviction, homelessness resources, sources of legal representation and resources available for small landlords. The Guide includes both government and private-sector resources and focuses on services and organizations that are located within Community District 8 and in the Bronx.

Bronx Community Board No. 8 serves to improve the quality of life in our community district. The Community Board is a vital liaison to and advocate for the community in dealing with New York City government, elected officials, municipal service delivery, land use and zoning issues, community and business development, the City budget and many other matters relating to the community's health, safety and welfare. The Board and its committees meet regularly. The Housing Committee focuses on housing-related issues in our community and has prepared this Housing Resource Guide to help you identify the various resources and services available to you.

Our neighborhood is a great place to live, with wonderful housing for people of all income levels. We hope the Housing Resource Guide assists in addressing any questions or concerns, identifying useful resources, and highlighting opportunities for all our neighbors.

Sincerely,

Julie Reyes  
Chairperson, Bronx Community Board No. 8

Rosemary Ginty  
Chairperson, Housing Committee

*Serving the neighborhoods of Fieldston, Kingsbridge, Kingsbridge Heights,  
Marble Hill, Riverdale, Spuyten Duyvil, and Van Cortlandt Village*

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## TENANT’S RIGHTS AND RESPONSIBILITIES

In New York City (NYC), tenants have various legal rights and responsibilities related to housing. Many of those rights are enforced by the NYC Department of Housing Preservation and Development (HPD) under the Housing Maintenance Code, which relates to the physical quality of housing. There are additional city, state and federal laws, as well as agencies involved in regulating eviction, rent-stabilization, tenant-rights statutes and protections and more. Following are various resources for learning about tenants’ rights and responsibilities.

<p><b>New York State Attorney General Tenants' Rights Guide</b> <a href="http://ag.ny.gov">http://ag.ny.gov</a></p>	<p><b>Metropolitan Council on Housing</b> <a href="https://www.metcouncilonhousing.org">https://www.metcouncilonhousing.org</a></p>
<p><b>New York State Division of Homes and Community Renewal (HCR), Office of Rent Administration</b> <a href="https://hcr.ny.gov/office-rent-administration-ora">https://hcr.ny.gov/office-rent-administration-ora</a></p>	<p><b>New York City Rent Guidelines</b> <a href="https://rentguidelinesboard.cityof-newyork.us/">https://rentguidelinesboard.cityof-newyork.us/</a></p>

## HOW TO FIND A HOUSE/APARTMENT/CONDO FOR RENTAL OR PURCHASE

For many home buyers, the purchase of real estate is the largest financial transaction they will ever make. Similarly, for renters, finding a rental that meets their requirements as far as size and layout, neighborhood, schools, cost, and other factors, is one of the most important “quality of life” decisions they have to make. Both buyers and renters have a wide variety of resources to refer to when finding a new home.

### REAL ESTATE SALESPERSONS/AGENTS

One of the most common methods of selling, renting or buying a house or apartment in New York City is by using a licensed real estate salesperson. A real estate salesperson may assist you in locating and viewing properties that meet your needs, negotiating terms and pricing, recommending financial institutions where you can apply for a mortgage, advising you on market conditions and neighborhood amenities, referring you to real estate attorneys to assist you with legal documents and transactional activities, and various other activities in connection with your real estate search.

To check on the status of a licensed real estate salesperson you can go to <http://www.dos.ny.gov/licensing>.

A REALTOR® is a real estate salesperson who is a member of the National Association of REALTORS®, which means that he or she must uphold the standards of the association and its code

of ethics. To find a REALTOR® to work with, you can go to <http://www.realtor.com/realestateagents/>.

If you know which neighborhood you want to live in, it is usually best to find a real estate office based in that community. Many real estate offices have websites where you can view photos and detailed descriptions of available properties.

## **REAL ESTATE WEBSITES**

Many people choose to use online resources instead of, or in addition to, the use of a real estate professional. There are countless websites that provide information on and images of available properties.

## **NEWSPAPERS**

Local and citywide newspapers are a useful resource for house hunting, both in their print and online formats.

## **FINANCING SOURCES FOR REAL ESTATE TRANSACTIONS**

### **BANKS**

Many banks are mission-oriented in their efforts to invest in the neighborhoods they serve. Building a relationship with a local bank may lead to favorable lending terms upon applying for a mortgage, renovation, or other home loan. Some mortgage products are only available through a bank. Approval is based on the individual's capability to meet a bank's specified requirements. Banks may have financial assistance in the form of a grant or program for homebuyers. Inquire when speaking with your banker. To find a bank, search online at <http://usbanksdirectory.com>.

### **MORTGAGES FOR COOPERATIVES, CONDOMINIUMS AND RENTAL PROPERTIES**

Banks can also be a source of loans to cooperative corporations, condominiums and landlords for major capital improvements, such as new boilers, new roofs, lobby renovations, new elevators and new kitchens and bathrooms (in rental apartments), or to refinance their underlying mortgages.

### **MORTGAGE BROKERS**

Mortgage brokers connect mortgage borrowers and lenders by relaying appropriate paperwork for underwriting and approval with the goal of matching the borrower's needs with the ideal loan product (which is funded by a mortgage lender). A broker collects an origination fee and/or a yield spread premium, from the lender, as service compensation. The benefits of using a mortgage broker include: (1) Variety: shop across a range of different programs and lenders; (2) Speed: save time when shopping; (3) Qualification: a broker may be able to guide you to

national or regional lenders who are most likely to accept an application based on your financial and personal information; and (4) Savings: find a favorable loan rate. Mortgage brokers may have financial assistance in the form of a grant or program for homebuyers. Inquire when speaking with your mortgage broker.

## GRANTS AND PROGRAMS

There are various programs and grants available for homebuyers for mortgage assistance. Several of these programs follow. For additional programs and resources, go to the HPD website at <http://www1.nyc.gov/site/hpd/index.page>.

**HPD's HomeFirst Down Payment Assistance Program** provides qualified homebuyers with up to \$100,000 toward the down payment or closing costs on a one to four family home, a condominium, or a cooperative in one of the five boroughs of New York City. Information is available at <http://www1.nyc.gov/site/hpd/owners/homeowner-downpayment-assistance.page>.

**SONYMA's Conventional Plus Program** is a new mortgage program that combines 30-year fixed rate mortgages with SONYMA down payment assistance for first-time homebuyers and previous homeowners. Information is available at [https://hcr.ny.gov/conventional-plus-program?utm\\_source=google&utm\\_medium=ds\\_search&utm\\_campaign=DS\\_SONYMA\\_FY24\\_Downstate&gad\\_source=1&gbraid=0AAAAADJsKenuCk-CRY0rh\\_90uMp5B6jraz&gclid=Cj0KCQjwjLGyBhCYARIsAPqTz19ktpiO-bLQh\\_66GLgerc8sZETvNjREbHGgKAPDvew8BX6XOQ1ahbqYaAkPtEALw\\_wcB](https://hcr.ny.gov/conventional-plus-program?utm_source=google&utm_medium=ds_search&utm_campaign=DS_SONYMA_FY24_Downstate&gad_source=1&gbraid=0AAAAADJsKenuCk-CRY0rh_90uMp5B6jraz&gclid=Cj0KCQjwjLGyBhCYARIsAPqTz19ktpiO-bLQh_66GLgerc8sZETvNjREbHGgKAPDvew8BX6XOQ1ahbqYaAkPtEALw_wcB)

**SONYMA's FHA Plus Program** is a program that combines FHA-insured mortgages with down payment assistance. Information is available at [https://hcr.ny.gov/fha-plus-program?utm\\_source=google&utm\\_medium=ds\\_search&utm\\_campaign=DS\\_SONYMA\\_FY24\\_Downstate&gad\\_source=1&gbraid=0AAAAADJsKenuCk-CRY0rh\\_90uMp5B6jraz&gclid=Cj0KCQjwjLGyBhCYARIsAPqTz1-k8sySqYQdEbYGPsw4\\_maaeerUN185X9bY9sWW5Z0u8M2zgCu1Pd4aAknrEALw\\_wcB](https://hcr.ny.gov/fha-plus-program?utm_source=google&utm_medium=ds_search&utm_campaign=DS_SONYMA_FY24_Downstate&gad_source=1&gbraid=0AAAAADJsKenuCk-CRY0rh_90uMp5B6jraz&gclid=Cj0KCQjwjLGyBhCYARIsAPqTz1-k8sySqYQdEbYGPsw4_maaeerUN185X9bY9sWW5Z0u8M2zgCu1Pd4aAknrEALw_wcB)

**Neighborhood Assistance Corporation of America (NACA)** has a mortgage program that allows NACA members to purchase their homes with no down payment, no closing costs, no fees, no requirement for perfect credit and at a below-market interest rate. Information is available at <https://www.naca.com>.

## LOCATING AND APPLYING FOR AFFORDABLE HOUSING

While affordable housing in our neighborhood and in the city as a whole is not plentiful, there are opportunities for low, moderate and middle-income families to rent housing that is below market rate. Applying and qualifying for affordable housing can be a long process, and you are not guaranteed to receive housing. Your household must not only qualify for the program in question, but in many cases you must also be selected at random in a lottery. Following are various resources to learn about and apply for available affordable housing programs. You should also refer to the section below entitled "Programs to Assist with Housing Costs."

**NYC Housing Connect** - This is the most comprehensive website in NYC for affordable housing listings. On the site, you can learn how to apply for affordable housing in New York City, view current and upcoming housing opportunities and complete an application for your household <https://housingconnect.nyc.gov/PublicWeb/>

**HPD City-Subsidized Rental Listings** - HPD maintains a list of city-subsidized rental opportunities, some of which are not available on the NYC Housing Connect website, at <https://housingconnect.nyc.gov/PublicWeb/>

**HPD Affordable Homeownership Listings** - HPD maintains a list of city-sponsored homeownership developments that are currently accepting applications. <https://housingconnect.nyc.gov/PublicWeb/>

**U. S. Department of Housing and Urban Development (HUD)** - HUD maintains a website to assist in locating HUD-supported affordable housing at [www.usa.gov/FINDING-HOME#item-35812](http://www.usa.gov/FINDING-HOME#item-35812).

**Mitchell-Lama** - The Mitchell-Lama program provides affordable rental and cooperative housing to moderate and middle-income families. There are both New York City-supervised Mitchell-Lama developments and New York State-supervised Mitchell-Lama developments. Each development requires that you apply separately, and there is no master list for applications. However, you can apply to more than one development at a time. Many Mitchell-Lama waiting lists are closed because there are already enough applicants listed to fill vacancies expected for the foreseeable future. Periodically, these developments open their waiting lists, and new applications are accepted based on a lottery system. For more information, including eligibility requirements and open waiting lists, and to create an account profile and submit a lottery entry, you can go to [www1.nyc.gov/site/hpd/renters/mitchell-lama-rentals.page](http://www1.nyc.gov/site/hpd/renters/mitchell-lama-rentals.page). Following are the current Mitchell-Lama developments in Community District 8.

<p><b>Amalgamated Housing</b>          State-supervised cooperative apartments (1486 units)          98 Van Cortlandt Park South          Bronx, NY 10463          Contact: (718) 796-9300</p>	<p><b>Orloff Towers</b>          State-supervised cooperative apartments (189 units)          3900 Bailey Avenue          Bronx, NY 10463          Contact: (212) 699-8910</p>
<p><b>Park Reservoir Apartments</b>          State-supervised cooperative apartments (273 units)          3845 Sedgwick Avenue          Bronx, NY 10463          Contact: (718) 796-9300</p>	<p><b>Waldo Apartments</b>          State-supervised cooperative apartments (171 units)          3800 Waldo Avenue          Bronx, NY 10463          Contact:(718) 706-7755</p>



<p><b>Cannon Heights</b>  City-supervised cooperative apartments  (open waiting listings) 1 bd only  3400 Independence Avenue  Bronx, NY 10463  Contact: (718) 706-7755</p>	<p><b>Kingsbridge Arms</b>  City-supervised cooperative apartments  (open waiting listings) 1,2,3 bds  2865 Kingsbridge Terrace  Bronx, NY 10468  Contact: (718) 706-7755</p>
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**Affordable Senior Housing** - The federal Section 202 Supportive Housing for the Elderly program provides housing with support services and rental assistance for low-income elderly persons, including the elderly with disabilities (although the support services provided may vary). In general, wait times for available apartments at existing Section 202 buildings are long, and many residences may not currently be accepting applications. Following is a list of Section 202 and other forms of subsidized senior apartment buildings. Please call the contact numbers listed below, which may take you to the property manager, building desk or managing agency for additional information.

<p><b>Frances Schervier Housing</b>  2995 Independence Avenue  Bronx, NY 10463  (866) 652-8987</p>	<p><b>Hudson House By River Spring Living</b>  3247 Johnson Avenue  Bronx, NY 10463  (929) 401-6789</p>
<p><b>Riverdale House</b>  6477 Broadway  Bronx, NY 10471  (718) 432-1234</p>	<p><b>RiverSpring Living</b>  5901 Palisade Avenue  Bronx, NY 10471  (800) 567-3646</p>
<p><b>Van Cortlandt Green</b>  (open listings)  6469 Broadway  Bronx, NY 10471  (718) 294-5840 ext. 401</p>	

In addition, the NYC Department for the Aging (DFTA) maintains comprehensive information on alternatives for senior housing at [www.nyc.gov/html/dfta/html/benefits/housing.shtml](http://www.nyc.gov/html/dfta/html/benefits/housing.shtml).

**Section 8** - Section 8, also known as the Housing Choice Voucher Program, provides funding for rent subsidies for eligible low-income families. Families may choose housing within a neighborhood of their choice from a landlord willing to participate in the program. Applications are not accepted by the general public but must be submitted through designated intermediaries from within HPD, management staff from various housing providers, or staff from other NYC agencies. General information is available at <http://www1.nyc.gov/nyc-resources/service/1872/hpd-section-8-program>

**New York City Housing Authority (NYCHA)** - Housing more than 400,000 New Yorkers who reside in 328 public housing developments across NYC, plus another 235,000 through its Section 8 Leased Housing Program, NYCHA is by far the most significant source of affordable housing in NYC. However, waiting lists are long, and when applying you may only list your first and second choice of borough, and you are not able to apply for a specific development. For eligibility and additional information, or to apply or to check on the status of an existing application, go to [www1.nyc.gov/site/nycha/eligibility/eligibility.page](http://www1.nyc.gov/site/nycha/eligibility/eligibility.page). For information/assistance for NYCHA Section 8 voucher holders, go to [www1.nyc.gov/site/nycha/section-8/tenants.page](http://www1.nyc.gov/site/nycha/section-8/tenants.page). The following NYCHA developments are located in Community District 8.

<p><b>Fort Independence/Bailey Houses</b>          3340-50 Bailey Avenue (233 units)          3353-55 Fort Independence Street          (342 units)          Bronx, NY 10463          (718) 884-6330</p>	<p><b>Marble Hill Houses</b>          (1682 units)          49, 79 West 225<sup>th</sup> Street, Bronx, NY 10463          2811, 2831, 2861 Exterior Street, Bronx, NY 10463          5220, 5250, 5360, 5365, 5470 Broadway,          Bronx, NY 10463          210 W. 230<sup>th</sup> Street, Bronx, NY 10463          (718) 562-8200</p>
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## PROGRAMS TO ASSIST WITH HOUSING COSTS

There is a wide variety of financial programs designed to assist with housing costs. Most of these programs are aimed at particular populations, like senior citizens, veterans, or persons with disabilities, or are designed to assist with particular types of costs, like home heating. They all include requirements that you will need to review to determine your eligibility, including such factors as income, age and type of property. Following is a list of many of the programs offering such assistance. In addition, see the following sections on "Eviction Prevention and Homelessness Resources" and "What to Do if You Are Facing Foreclosure."

<p><b>Disabled Homeowners' Exemption          NYC Department of Finance (DOF)</b>          Dial 311 or go to  <a href="http://www.nyc.gov/contactdof">www.nyc.gov/contactdof</a></p>	<p>DOF offers a property tax exemption to qualifying disabled homeowners.</p>
<p><b>Disability Rent Increase Exemption          (DRIE)</b>          Dial 311 or go to <a href="http://nyc.gov/311">nyc.gov/311</a>  <a href="http://www.nyc.gov/rentfreeze">www.nyc.gov/rentfreeze</a></p>	<p>People with disabilities who meet the qualifications for the Disability Rent Increase Exemption Program can have their rent frozen at their current level and be exempt from future rent increases. This program is through the Department of Finance</p>

<p><b>Home Energy Assistance Program (HEAP)</b>  (718) 567-1399 (Bronx only)  <a href="http://www.ny.gov/services/apply-heap">www.ny.gov/services/apply-heap</a></p>	<p>The HEAP program is a one-time grant per year to help qualifying low income homeowners and renters pay fuel and utility costs. Emergency HEAP benefits are also available for qualifying individuals who are in impending danger of running out of fuel or having utility services shut off.</p>
<p><b>Home Improvement Program (HIP)</b>  <a href="http://www1.nyc.gov/site/hpd/owners/homeowner-repair-loans.page">www1.nyc.gov/site/hpd/owners/homeowner-repair-loans.page</a>  (212) 863-6429</p>	<p>HPD HIP loans of up to \$30,000 are made to eligible owner/occupants of one to four family homes located throughout the City who wish to improve their properties.</p>
<p><b>New York Foundation for Senior Citizens, Inc. Home Sharing Program</b>  11 Park Place 14th Floor  NY, NY 10007-2801  (212) 962-7559 Ext. 244  <a href="http://www.nyfsc.org">www.nyfsc.org</a></p>	<p>The Foundation's free Home Sharing Program helps link adult "hosts" with extra bedrooms in their homes or apartments with appropriate adult "guests" to share their space. One of the match mates must be age 60 or over. The program also serves adult "hosts" age 55 and over, who are interested in sharing with developmentally disabled adult "guests" capable of independent living.</p>
<p><b>New York State School Tax Relief and Enhanced New York State School Tax Relief (STAR)</b>  Dial 311 or go to <a href="http://nyc.gov/311">nyc.gov/311</a>  <a href="http://www1.nyc.gov/site/finance/benefits/landlords-star.page">www1.nyc.gov/site/finance/benefits/landlords-star.page</a></p>	<p>These programs provide a partial exemption from school property taxes for qualifying homeowners. Enhanced STAR provides a higher exemption for eligible senior citizens.</p>
<p><b>One Shot Deal Short Term Emergency Assistance NYC Human Resource Administration (HRA) Job Center</b>  2541-2549 Bainbridge Avenue  Bronx, NY 10458  (718) 557-1399  <a href="http://www1.nyc.gov/nyc-resources/service/1205/one-shot-deal-short-term-emergency-assistance">www1.nyc.gov/nyc-resources/service/1205/one-shot-deal-short-term-emergency-assistance</a></p>	<p>HRA offers the "One Shot Deal" emergency assistance program to help people who cannot meet an expense due to an unexpected situation or event, such as homelessness, dispossession/eviction, utility disconnection or pending termination, fire disaster, domestic violence, or other circumstances that affect the health and safety of the individual or family.</p>
<p><b>Senior Citizen Homeowner Assistance Program (SCHAP)</b>  (212) 431-9700  Email: <a href="mailto:info@parodneckfoundation.org">info@parodneckfoundation.org</a>  <a href="http://www.parodneckfoundation.org/programs/schap/">www.parodneckfoundation.org/programs/schap/</a></p>	<p>SCHAP provides affordable loans, hands-on technical assistance, and social-service referrals to qualifying home-owning senior citizens in need of help making necessary renovations.</p>

<p><b>Senior Citizen Rent Increase Exemption Program (SCRIE)</b> Dial 311 or go to <a href="http://nyc.gov/311">nyc.gov/311</a> <a href="http://www.nyc.gov/rentfreeze">www.nyc.gov/rentfreeze</a></p>	<p>Seniors who are at least 62 years old that live in rent-controlled, rent-stabilized or rent-regulated apartments and meet the other qualifications for the SCRIE Program can have their rent frozen at their current level and be exempt from future rent increases.</p>
<p><b>Veteran's Exemption</b> NYC Department of Finance <a href="http://www1.nyc.gov/assets/finance/downloads/pdf/payment_operations/exemptions_appl.pdf">www1.nyc.gov/assets/finance/downloads/pdf/payment_operations/exemptions_appl.pdf</a></p>	<p>DOF offers a property tax exemption to qualifying veterans, the spouse or un-remarried widow/widower of a veteran, or parents of a soldier killed in action (for these purposes, veterans include members of the Merchant Marines during World War II and recipients of expeditionary medals).</p>
<p><b>Neighborhood Assistance Corporation of America (NACA)</b> General Inquiries: (425) 602-6222 <a href="http://www.naca.com">www.naca.com</a></p>	<p>NACA is a non-profit, community advocacy, and homeownership organization that can assist people to become homeowners in spite of their income and credit history.</p>
<p><b>Neighborhood Housing Services (NHS) - Emergency Repair and Home Improvement Loans</b> 1451 East Gun Hill Road, 2nd Floor Bronx, NY 10469 (718) 881-1180 <a href="http://www.BronxNHS.org">www.BronxNHS.org</a></p>	<p>NHS offers several loan programs to assist eligible homeowners with emergency repairs and home improvements. NHS also has a program to offer guidance and assistance to first time homebuyers.</p>

## UTILITIES & CITY SERVICES

When moving, once you have arranged to close your existing utility accounts, you will need to contact the utilities at your new home to start service. Check with your realtor or landlord to find out which utilities you need to call.

### ELECTRIC AND GAS

Con Edison is the gas and electricity provider in the Bronx. New homeowners will need to connect both gas and electric. Renters will need to determine which utilities are included in the rent, if any.

#### Con Edison

(800) 752-6633

(212) 243-1900

<https://apps.coned.com/cemyaccount/CSOL/accountturnon.aspx>

While Con Edison is responsible for delivering energy to your home, you have a choice of who supplies the energy you consume. Once you have a utility account number, you can shop around for electricity and/or gas rates from an alternative Energy Services Company (ESCO).

## PHONE/INTERNET/CABLE

Time Warner Cable, Verizon, Dish, and Optimum are the most common telecommunications companies in New York City. It's a good idea to shop around and see what's on offer before deciding. Visit a store location, phone, or order online.

<p><b>Optimum</b>          (866) 203-4983          Support: (833) 949-0036          New service: (855) 860-9068  <a href="http://www.optimum.net/support?visit-Type=searchNaturalFromCVC">www.optimum.net/support?visit-Type=searchNaturalFromCVC</a></p>	<p><b>Dish</b>          (844) 314-5804  <a href="http://dish.com">dish.com</a></p>
<p><b>Time Warner Cable/Spectrum</b>          (800) 892-4357  <a href="http://www.timewarnercable.com/en/support/welcome.html">www.timewarnercable.com/en/support/welcome.html</a>  <a href="http://www.spectrum.com">www.spectrum.com</a></p>	<p><b>Verizon</b>          (800) 837-4966  <a href="http://verizon.com">verizon.com</a>  <a href="http://www.verizon.com/?lid=//global//residential">www.verizon.com/?lid=//global//residential</a></p>

## SANITATION/RECYCLING

The New York City Department of Sanitation (DSNY) is responsible for collecting, recycling and disposing of waste. Sanitation teams provide regularly scheduled curbside recycling and garbage collection and collect food scraps and yard waste from properties in the organics collection pilot program. For pickup schedules and other information, contact the Department of Sanitation:

### NYC Department of Sanitation

Call 311 or use the 311 website at [www1.nyc.gov/311/index.page](http://www1.nyc.gov/311/index.page)  
[www1.nyc.gov/site/dsny/index.page](http://www1.nyc.gov/site/dsny/index.page)

## WATER

Water is usually included in the rent in New York City, but property owners need to set up an account.

### NYC Department of Environmental Protection (DEP)

(718) 595-7000  
[www.nyc.gov/html/dep/html/home/home.shtml](http://www.nyc.gov/html/dep/html/home/home.shtml)

## SUBMITTING AND RESOLVING HOUSING-RELATED COMPLAINTS

The process that you should follow in addressing a complaint related to housing varies, depending on the type of complaint and whether your building is privately-owned or government-owned. Beyond the processes involving the relevant city and state agencies noted in the following sections, you may have other alternatives open to you, including commencing a tenant action in Housing Court and contacting Community Board 8 and/or your elected officials. See the section below on "Other Strategies for Address Housing-Related Complaints." If you need legal representation in connection with resolving a complaint, see the section below on "Sources of Legal Representation and Legal Resources."

### CODE VIOLATIONS IN PRIVATELY-OWNED BUILDINGS

Tenants may have several options to pursue if physical conditions in a building are not safe or not in good repair. Tenants in privately-owned buildings with maintenance problems should first notify the building owner or manager. If verbal notification does not result in a resolution of the problem, tenants may wish to send written notification through certified mail, with a return receipt requested. Keeping these records is important if the owner does not take any action to address the issue(s). In addition, tenants may file complaints with the city and, in the case of rent-stabilized or rent-controlled apartments, with the state. For a more detailed treatment of the complaint process and your rights regarding various types of housing conditions, refer to "The ABCs of Housing," a publication of HPD, which is available at <http://www1.nyc.gov/assets/hpd/downloads/pdf/ABCs-housing-singlepg.pdf>.

**HPD Complaint Process** - Tenants may file a complaint with HPD by calling 311 or by going to <http://www1.nyc.gov/311/index.page>. Complaints regarding heat and hot water may also be filed through the 311 mobile app.

HPD responds to complaints about the following conditions:

- Heat and hot water
- Carbon monoxide and smoke detectors
- Double cylinder locks
- Key-locked window gates
- Lead-based paint
- Mold
- Pests
- Window guards

HPD also responds to complaints about plumbing, broken windows, broken plaster, lighting/ electrical issues, sanitary conditions, stairs, and other basic building maintenance issues.

**NYC Department of Buildings (DOB) Complaint Process** - Tenants may file a complaint with DOB by calling 311 or going to <http://www1.nyc.gov/311/index.page>.

DOB responds to complaints about the following conditions:

- Elevators
- Illegally converted basements, cellars and apartments

**NYS Homes and Community Renewal (HCR) Complaint Process** - In addition to contacting HPD to report code violations, tenants in rent-regulated apartments who have problems with their building conditions may contact HCR and file a complaint. After obtaining evidence from owners and tenants, HCR can issue written orders that can lower rents for lack of services. Forms are available on the HCR website at [www.nyshcr.org/forms/rent/#tenant](http://www.nyshcr.org/forms/rent/#tenant).

## **ISSUES CONCERNING RENT-CONTROLLED/RENT-STABILIZED HOUSING**

**Harassment** - Harassment by an owner to force tenants out of their apartments, or to surrender their rights, is illegal. Examples may include:

- Consistent withholding of services like heat or hot water
- Persistent physical or psychological intimidation
- Changing locks without providing keys
- Unwarranted or repeated eviction notices or proceedings
- Creating new rules about residing at a location which are not in a lease
- Adding charges to the rent bill beyond those agreed to in the lease
- Allowing unsafe construction
- Removing kitchens or bathrooms

Call 311 or use the portal [311nyc.gov](http://311nyc.gov)

Tenants in rent-controlled or rent-stabilized units who believe their landlords are harassing them may contact HCR. HCR enforces housing laws in rent-regulated units and may levy fines against owners found guilty of harassment. Information is available at [www.nyshcr.org/](http://www.nyshcr.org/) or 1-(866)-ASK-DHCR (1-(866)-275-3427). In addition, the creation of dangerous conditions (such as unsafe construction) or lack of services (such as no heat/hot water or removing bathroom facilities and not replacing them in a timely fashion) should be reported as noted above to HPD or DOB.

**Rent Increases in Rent Regulated Apartments** - Owners of rent-stabilized and rent-controlled apartments have various requirements with respect to rents and rent increases based on either individual apartment or building-wide improvements. Tenants can contact HCR regarding rent increases due to annual Rent Guidelines Board approvals, Individual Apartment Improvements (IAI), or Major Capital Improvements (MCI). Contact HCR at 718-739-6400 or go to [www.nyshcr.org/Rent/about.htm](http://www.nyshcr.org/Rent/about.htm).

**Lease Renewals in Rent-Regulated Apartments** - Generally, tenants in rent-stabilized units must be offered renewal leases in a form approved by HCR, at the tenants' choice of one- or two-year duration, and at a rate set by the Rent Guidelines Board. The owner must give written notice of renewal on an HCR Renewal Lease form by mail or personal delivery not more than 150 days, and not less than 90 days, before the existing lease expires. Tenants who do not receive the required notice should first contact the owner/landlord. If no response, tenants can register a complaint with HCR at 718-739-6400 or at [www.nyshcr.org/Rent/about.htm](http://www.nyshcr.org/Rent/about.htm).

## **DISCRIMINATION**

By law, owners may not deny housing to prospective tenants on the basis of age, race, color, religion/creed, nationality, gender, sexual preference, gender identity, pregnancy, marital status, disability, immigrant status, legal occupation, or source of income. Furthermore, tenants may not be denied housing because they have children. Tenants who believe they have experienced housing discrimination may file complaints by calling 311 and being directed to the New York City Commission on Human Rights (CCHR). Time limitations may apply for the filing of complaints. For more information, go to [www.nyc.gov/html/cchr/html/home/home.shtml](http://www.nyc.gov/html/cchr/html/home/home.shtml). The CCHR office is located at 22 read street, 21t floor, NY, NY 10007- call (718) 722-3131

## **NEW YORK CITY HOUSING AUTHORITY (NYCHA) HOUSING**

Public housing residents can call the Customer Contact Center at 718-707-7771 to report emergencies and heat and hot water issues and to schedule routine maintenance repairs in their apartments and developments. NYCHA also has walk-in centers. For more information, visit <http://www1.nyc.gov/site/nycha/residents/customer-contact-center.page>.

## **OTHER STRATEGIES FOR ADDRESSING HOUSING-RELATED COMPLAINTS**

In addition to the processes involving the relevant city and state agencies noted above, you may have other alternatives open to you for addressing housing-related complaints, including the following.

**Tenant Action in Housing Court** – Many of the problems noted above can be addressed by commencing a tenant action in Housing Court. In order to commence an action in Housing Court, you should consider engaging an attorney in order to be able to present the strongest possible case. However, there are many free and low-cost resources available to assist in commencing a Housing Court action. See the following section on “Sources of Legal Representation and Legal Resources.” For the address and contact information for Bronx Housing Court, see the following section on “Government.”

**Contact Bronx Community Board 8 And/Or Your Elected Officials** - CB8 and your elected officials can often be of assistance in addressing housing-related matters. Before contacting CB8 or an elected official, you are best advised to follow the process noted above by filing a complaint with 311 or the office noted and getting a complaint or ticket number. Be ready to provide that number when contacting CB8 or one of your elected officials. If you would like CB8 to follow up on a complaint that has not been addressed, please use a copy of the form included on page 30. For information on CB8 and your elected officials, see the “Government” section below.



## SOURCES OF LEGAL REPRESENTATION AND LEGAL RESOURCES

### ATTORNEYS

There are many issues that arise in housing matters where the assistance of an attorney can be invaluable for renters or homeowners seeking to protect their legal rights. Whether you need help with reviewing or negotiating the terms of a lease or purchase and sale agreement, are living in an apartment that is not being properly maintained, are facing the prospect of an eviction action, believe you may be the victim of a fair housing violation, or need help with getting your security deposit back from your landlord, having an attorney on your side can help you get the best possible outcome for your situation. A list of legal referral services run by local bar associations appears below.

In the case of real estate purchase and sale transactions, in New York State all parties are usually represented by attorneys. Beyond the legal referral services referenced below, your real estate salesperson should be able to provide a list of attorneys for your consideration.

<b>Bronx County Bar Association - Referral Services</b> 851 Grand Concourse, Room #124 Bronx, New York 10451 (718) 293-2227 <a href="http://www.bronxbar.com/?page=referral">www.bronxbar.com/?page=referral</a>	<b>New York City Bar Legal Referral Service</b> 42 West 44th Street, New York, NY 10036 (212) 382-6600 <a href="http://www.nycbar.org/for-the-public">http://www.nycbar.org/for-the-public</a>
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### FREE/LOW-COST LEGAL RESOURCES

If you have a low income and cannot afford a lawyer, you may be eligible for free or very low-cost legal services. In addition, other resources are available that can be of assistance. Organizations and resources include the following.

<b>The Legal Aid Society Bronx Neighborhood Office</b> Legal Aid Bronx: 260 East 161st Street Bronx, NY 10451 (718) 991-4600; (718) 991-4768 <a href="http://www.legal-aid.org">www.legal-aid.org</a>	Works to help vulnerable families and individuals by preventing evictions and homelessness, correcting housing violations, obtaining rent subsidies, and fighting illegal overcharges. The Housing Help Program is a courthouse-based program that provides early intervention and comprehensive services to New Yorkers in imminent risk of eviction.
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<p><b>Legal Services NYC - Bronx Main Office</b>  349 East 149th Street  Bronx, NY 10451  (718) 928-3700  <a href="http://www.legalservicesnyc.org/our-program/bronx">http://www.legalservicesnyc.org/our-program/bronx</a></p>	<p>Provides legal assistance, including advice, advocacy and litigation services, to prevent evictions in court and administrative proceedings, help support tenant associations and tenant organizations and represent those organizations in litigation, preserve housing subsidies through both individual representation and litigation, obtain needed repairs in buildings and provide training and education on tenants' rights.</p>
<p><b>Housing Court Answers</b>  1118 Grand Concourse  Bronx, NY 10451  (212) 962-4795  <a href="http://www.cwtfhc.org">www.cwtfhc.org</a></p>	<p>Housing Court Answers helps people without attorneys at its information tables in the city's Housing Court, on its hotline, and through its website.</p>
<p><b>MFY Legal Services Inc. (MFY)</b>  100 Williams Street 6th floor  New York, NY, 10038  (212) 417-37000  FAX (212) 417-3891  Bronx:  424 East 147th Street 3rd floor  Bronx, NY 10455  (212) 417-3800  <a href="http://www.mfy.org">www.mfy.org</a></p>	<p>MFY's housing programs work to protect tenants' rights. They provide advice, counsel and representation to tenants, help to organize and support tenant organizations and represent tenants in eviction proceedings and housing part actions to obtain repairs and make apartments and buildings habitable. They also initiate affirmative litigation to enforce fair-housing protections for people with disabilities.</p>
<p><b>LawHelpNY.org</b></p>	<p>Provides information on how to find free legal assistance in New York, learn about your legal rights, get information about the courts, and more. Information is organized by topic.</p>
<p><b>New York State Unified Court System - DIY Forms: NYC Housing Court</b>  1118 Grand Concourse  Bronx, NY 10456  (718) 466-3000  <a href="http://www.nycourts.gov/courthelp/diy/nycCivil_housing.shtml">www.nycourts.gov/courthelp/diy/nycCivil_housing.shtml</a></p>	<p>This is a New York court program that assists people in representing themselves in court. Free computer programs assist in preparing forms for your case or in making an information sheet to use when in court.</p>
<p><b>New York City Rent Guidelines Board (RGB) "Housing Court" Webpage</b>  <a href="http://www.nycrgb.org/html/resources/court.html">www.nycrgb.org/html/resources/court.html</a></p>	<p>This RGB webpage links to numerous useful resources for navigating through Housing Court.</p>

## TENANT-ASSISTANCE ORGANIZATIONS

Often one of the important first steps in addressing housing-related problems is to contact an organization with the expertise and resources to offer assistance. In addition to the organizations listed below, you should refer to the other sections of this Guide for references to organizations and resources specific to particular issues and problems.

<p><b>Metropolitan Council on Housing</b>          339 Lafayette Street, Suite 301          New York, NY 10012          (212) 979-0611; 6238  <a href="http://www.metcouncilonhousing.org/">www.metcouncilonhousing.org/</a></p>	<p>Metropolitan Council on Housing operates a number of tenant-assistance programs, including a tenants' rights telephone hotline, a walk-in clinic, and an extensive website, which serve thousands per year and are free and open to any NYC tenant.</p>
<p><b>Neighborhood Association for Inter-cultural Affairs (NAICA)</b>          1075 Grand Concourse          Bronx, NY 10452          401 East 167 Street, 2nd Floor          Bronx, NY 10456          181 East 161 Street          Bronx, NY 10451          (718) 538-3344 Ext. 100  <a href="http://www.naicany.org">www.naicany.org</a></p>	<p>NAICA offers numerous services, including eviction prevention, free legal services, assistance with housing court representation, applications for rental assistance, FEPS application processing, and transitional housing, homeless services and supportive housing.</p>
<p><b>Bronx Neighborhood Housing Services CDC Inc. (NHS)</b>          1451 East Gun Hill Road, 2nd floor          Bronx, NY 10469          (718) 881-1180          Fax:(718) 881-1190          Email: info@bronxnhs.org  <a href="http://www.nhsnyc.org">www.nhsnyc.org</a></p>	<p>NHS of NYC revitalizes underserved neighborhoods by creating and preserving affordable housing and providing opportunities for homeownership education, financial guidance and assistance for home repairs and improvements and foreclosure intervention.</p>
<p><b>BronxWorks</b>          Administrative Office:          60 East Tremont Avenue          Bronx, NY 10453          (646) 393-4000  <a href="http://www.bronxworks.org">www.bronxworks.org</a></p>	<p>Bronx works operates a number of tenant related service, including legal assistants for evictions, supportive housing referrals, emergency rental assistance and a variety of social services at multiple locations in the Bronx.</p>

## RESOURCES FOR COOPERATIVES AND CONDOMINIUMS

Cooperatives (Co-op) and Condominiums (Condo) face unique concerns across many areas, including management, governance, rules governing sale of units and tax treatment. The following organizations are valuable sources for guidance.

<p><b>Association of Riverdale Cooperatives and Condominiums, Inc. (ARC)</b>  P.O. Box 630-033  Bronx, NY 10463  <a href="http://arc-riverdale.com/">http://arc-riverdale.com/</a></p>	<p>ARC is a non-profit corporation formed for the mutual advancement of members engaged in the ownership and operation of co-op/condo buildings. Among its services, it serves as a clearinghouse for technical information on co-op and condo operations and develops services and programs to improve co-op and condo operations.</p>
<p><b>The Council of New York Cooperatives &amp; Condominiums (CNYC Inc.)</b>  850 7th Avenue, Suite 1103  New York, NY 10019  (212) 496-7400  Email: <a href="mailto:info@cnyc.coop">info@cnyc.coop</a>  <a href="http://www.cnyc.com/">www.cnyc.com/</a></p>	<p>CNYC Inc. is a member-based organization that conducts workshops and seminars, provides studies and other resources, and generally offers guidance and support to cooperatives and condominiums.</p>

## WHAT TO DO IF YOU ARE FACING FORECLOSURE

### FORECLOSURE PREVENTION

If you are having trouble keeping up with your mortgage payments or are generally at risk of foreclosure, the following organizations may be able assist you with legal services, housing counseling and/or consumer education.

<p><b>Center for New York City Neighborhoods</b>  55 Broad Street, 10th Floor  New York, NY 10004  (646) 786-0888; (212) 496-7400  <a href="http://www.cnycn.org">www.cnycn.org</a></p>	<p><b>U.S. Department of Housing and Urban Development (HUD) Office of Housing Counseling and Neighborhood Housing Services (Bronx Board)</b>  2475 Westchester Avenue  Bronx, NY 10461-3509  Customer Service: (212) 264-8000  Housing Counselor: (800) 569-4287  <a href="http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm/avoidforeclosure/leaving-site.php">www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm/avoidforeclosure/leaving-site.php</a></p>
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<p><b>Neighborhood Housing Services (NHS)</b>  1451 East Gun Hill Road, 2nd Floor  Bronx, NY 10469  (718) 881-1180  Fax: (718) 881-1190  <a href="http://www.nhsnyc.org/index.php?option=com_content&amp;view=article&amp;id=80&amp;Itemid=123&amp;lang=en">www.nhsnyc.org/index.php?option=com_content&amp;view=article&amp;id=80&amp;Itemid=123&amp;lang=en</a></p>	<p><b>The Legal Aid Society Bronx Neighborhood Office</b>  260 East 161 Street  Bronx, NY 10451  (718) 991-4758</p>
<p><b>The Legal Aid Society Bronx Housing Court Office</b>  1118 Grand Concourse (at 166th Street)  Bronx, NY 10451  (718) 991-4600</p>	<p><b>The Legal Aid Society Foreclosure Protection Project</b>  (646) 340-1908</p>

## AVOIDING FORECLOSURE "RESCUE" SCAMS

Foreclosure rescue scams target homeowners who are currently in foreclosure or in danger of being foreclosed. In a foreclosure rescue scam, the homeowner is promised that his or her home can be saved. In reality, the "rescuer's" intent is to steal the home or most of the homeowner's equity. If you believe that you are a victim or a potential victim of a scam, then you can file a complaint with the following agencies/organizations.

<p><b>New York State Attorney General's Office</b>  (800) 771-7755  <a href="https://ag.ny.gov/resource-center-0">https://ag.ny.gov/resource-center-0</a></p>	<p><b>Consumer Financial Protection Bureau</b>  Submit Complaint online at:  <a href="http://www.consumerfinance.gov/complaint/">www.consumerfinance.gov/complaint/</a>  Submit Complaint by phone at:  (855) 729-2372</p>
<p><b>Federal Trade Commission</b>  <a href="http://www.ftc.gov/">www.ftc.gov/</a>  <a href="http://reportfraud.ftc.gov">reportfraud.ftc.gov</a></p>	

## EVICTION PREVENTION AND HOMELESSNESS RESOURCES

The threat of eviction can be very traumatic. Tenants should be aware that they do not need to vacate their apartments just because the landlord asks them to or because they receive notice of a court date. Tenants have a right to go to Housing Court to respond to the landlord's eviction case and may have defenses available to them that will allow them to remain in their homes. Whenever possible, tenants should consult with an attorney if they have received an eviction notice.

In addition to the resources noted below, see the section above, "Sources of Legal Representation for Housing Matters." Some of the organizations listed there, including the Legal Aid Society, provides free legal services to people who have been served with formal Housing Court documents and are in need of eviction assistance. Also, refer to the section above, "Programs to Assist with Housing Costs," as many of those programs, such as One Shot Deal, can offer rent payment assistance to those who qualify.

While there is crossover among various programs, the following resources are divided up into "homelessness" resources, which are primarily focused on people who are currently homeless, and "eviction prevention" resources which have a significant focus on assisting families and individuals to be able to stay in a home that they already inhabit but are at risk of losing.

<p><b>NYC Department of Homeless Services (DHS) Homebase</b> 2155 Blackrock Avenue Bronx, NY Call 311 or go to <a href="http://www.nyc.gov/311">nyc.gov/311</a>  <a href="http://www.nyc.gov/site/hra/help/homebase.page">http://www.nyc.gov/site/hra/help/homebase.page</a></p>	<p>Homebase is the cornerstone of the City's homelessness prevention efforts, offering individualized assistance to meet the needs of each household. Among the services they offer are services to prevent eviction, assistance obtaining public benefits, emergency rental assistance, education and job placement assistance, financial counseling and money management, help with relocation and short-term financial assistance. Call or visit 311 online to find the nearest Homebase office, or visit the second (DHS) link for more information.</p>
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<p><b>Prevention Assistance and Temporary Housing (PATH) Office of DHS</b>  151 East 151st Street  Bronx, NY 10451  Dial 311 or go to <a href="http://nyc.gov/311">nyc.gov/311</a>  (917) 521-3900</p> <p><a href="https://winnyc.org/">https://winnyc.org/</a>  <a href="http://www1.nyc.gov/site/dhs/shelter/shelter.page">http://www1.nyc.gov/site/dhs/shelter/shelter.page</a>  <a href="https://www.nyc.gov/site/dhs/shelter/families/families-with-children-applying.page">https://www.nyc.gov/site/dhs/shelter/families/families-with-children-applying.page</a></p>	<p>The PATH office is an intake center for families with children in New York City who are in need of emergency shelter. PATH determines eligibility and provides those families with placement in temporary shelters.</p>
<p><b>DHS Street Outreach Teams</b>  Call 311 or go to <a href="http://nyc.gov/311">nyc.gov/311</a></p> <p><a href="http://www.nyc.gov/site/dhs/outreach/street-outreach.page">http://www.nyc.gov/site/dhs/outreach/street-outreach.page</a></p>	<p>If you see someone in need of homeless assistance, call or visit 311 online. A Street Outreach Team will attempt to locate the person within an average of one hour and will offer homeless services, including immediate transportation to a shelter or drop-in center.</p>
<p><b>Emergency situations involving homeless individuals</b>  Call 911</p>	<p>In case of an emergency situation involving a homeless individual, call 911.</p>
<p><b>Jericho Project</b>  2701 Kingsbridge Terrace  Bronx, NY 10463  (718) 548-0370  <a href="http://www.jerichoproject.org/programs-services/supportive-housing/">www.jerichoproject.org/programs-services/supportive-housing/</a></p>	<p>Jericho Project works to end homelessness at its roots by creating a community that inspires individual change, fosters sustainable independence, and motivates men and women to reach their greatest potential.</p>
<p><b>City Special Exit and Prevention Supplement (SEPS)</b>  630 Jackson Avenue, 1st Floor  Bronx, NY 10455  (929) 252-7110  <a href="https://www.nyc.gov/site/hra/help/seps-documents.page">https://www.nyc.gov/site/hra/help/seps-documents.page</a></p>	<p>The SEPS program can help eligible individuals and adult families (families without children) at risk of entry to a shelter and those already in a shelter to secure permanent housing.</p>

<p><b>City Family Exit Prevention Supplement (CITYFEPS)</b>          630 Jackson Avenue, 3rd Floor          Bronx, NY 10455          (929) 252-6842</p> <p><a href="https://www.nyc.gov/site/hra/help/city-feeps.page">https://www.nyc.gov/site/hra/help/city-feeps.page</a></p>	<p>The CITYFEPS Rent Supplement Program can help eligible families with children at risk of entry to shelter and those already in shelters to secure permanent housing.</p>
<p><b>U.S. Departments of Housing and Urban Development and Veterans' Affairs Supportive Housing (HUD-VASH) Program</b>          (877) 424-3838</p> <p><a href="https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/vash">https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/vash</a></p>	<p>The New York State Division of Veterans' Affairs in conjunction with HUD provides housing assistance through its Housing Choice Voucher Program (Section 8), which allows homeless veterans to rent privately owned housing.</p>
<p><b>NYC Human Resources Administration (HRA) Homelessness Diversion Units</b>  <a href="https://www.coalitionforthehomeless.org/resources/human-resources-administration-housing-and-homeless-services/">https://www.coalitionforthehomeless.org/resources/human-resources-administration-housing-and-homeless-services/</a></p>	<p>HRA's Homelessness Diversion Units work to keep New Yorkers who are in danger of losing their apartments, or have already lost them, from having to enter the city's homeless shelters. For example, people who receive Cash Assistance (also called Public Assistance), may be eligible for help with paying back rent. You should go to your HRA Job Center and see the Homelessness Diversion Unit to discuss your situation.</p>
<p><b>NYC HRA Rental Arrears Grants</b>          Call 311 or go to <a href="http://nyc.gov/311">nyc.gov/311</a>  <a href="http://www1.nyc.gov/311/index.page">www1.nyc.gov/311/index.page</a></p>	<p>HRA can assist eligible tenants who have legal possession of an apartment, or applicants who have been evicted but whose landlords are willing to continue renting the apartment, by paying their arrears through a rental arrears grant. Grants are available for Public Assistance recipients and for those people ineligible for Public Assistance. Families and single adults are eligible.</p>



<p><b>Bronxworks - Eviction Prevention and Homeless Services</b>  1130 Grand Concourse  Bronx, New York 10456  (718) 731-3114  <a href="http://www.bronxworks.org">www.bronxworks.org</a></p>	<p>BronxWorks has several eviction prevention and homeless services programs, including programs focused on seniors and on residents who have Section 8 vouchers from HPD. Assistance may include rental arrears, mediating disputes with landlords, help completing applications for housing subsidy programs, help resolving utilities arrears, reviewing leases and legal documents, and help navigating Housing Court. Call or visit their website for a list of Bronxworks walk-in centers.</p>
<p><b>Catholic Charities Homelessness Prevention Program</b>  1011 First Avenue, 6th Floor  New York, New York  (212) 371-1011, Ext. 2035  <a href="http://www.catholiccharitiesny.org">www.catholiccharitiesny.org</a></p>	<p>Catholic Charities provides eviction and homelessness prevention programs and emergency shelter programs. Emergency relief funds may be available for people who are facing eviction.</p>
<p><b>Coalition for the Homeless</b>  129 Fulton Street  New York, New York 10038  (212) 776-2039  <a href="http://www.coalitionforthehomeless.org">www.coalitionforthehomeless.org</a></p>	<p>The Coalition maintains several programs to prevent homelessness and assist individuals who are currently homeless.</p>
<p><b>Homeless Prevention Fund</b>  <a href="https://www1.nyc.gov/site/dhs/prevention/rent-issues.page">https://www1.nyc.gov/site/dhs/prevention/rent-issues.page</a></p>	<p>The Homeless Prevention Fund provides emergency financial assistance to eligible households citywide that are unable to secure sufficient assistance through available programs and are at imminent risk of homelessness due to rent arrears. Visit the HPF website for a list of organizations that can provide further information.</p>

## HOMELESSNESS

<p><b>Neighborhood Association for Intercultural Affairs (NAICA)</b>          1075 Grand Concourse          Bronx, New York 10452          (718) 538-3344  <a href="http://www.naicany.org/naica.aspx">www.naicany.org/naica.aspx</a></p>	<p>NAICA offers numerous services, including eviction prevention, free legal services, assistance with Housing Court representation, applications for rental assistance, FEPS application processing and transitional housing.</p>
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## EVICTIION PREVENTION

<p><b>NYC Human Resources Administration (HRA) Homelessness Diversion Units</b>  <a href="https://www.coalitionforthehomeless.org/resources/human-resources-administration-housing-and-homeless-services/">https://www.coalitionforthehomeless.org/resources/human-resources-administration-housing-and-homeless-services/</a></p>	<p>HRA's Homelessness Diversion Units work to keep New Yorkers who are in danger of losing their apartments, or have already lost them, from having to enter the city's homeless shelters. For example, people who receive Cash Assistance (also called Public Assistance), may be eligible for help with paying back rent. You should go to your HRA Job Center and see the Homelessness Diversion Unit to discuss your situation.</p>
<p><b>NYC HRA Rental Arrears Grants</b>          Call 311 or go to <a href="http://nyc.gov/311">nyc.gov/311</a>  <a href="http://www1.nyc.gov/311/index.page">www1.nyc.gov/311/index.page</a></p>	<p>HRA can assist eligible tenants who have legal possession of an apartment, or applicants who have been evicted but whose landlords are willing to continue renting the apartment, by paying their arrears through a rental arrears grant. Grants are available for Public Assistance recipients and for those people ineligible for Public Assistance. Families and single adults are eligible.</p>
<p><b>BronxWorks - Eviction Prevention and Homeless Services</b>          1130 Grand Concourse          Bronx, NY 10456          (718) 731-3114  <a href="http://www.bronxworks.org">www.bronxworks.org</a></p>	<p>BronxWorks has several eviction prevention and homeless services programs, including programs focused on seniors and on residents who have Section 8 vouchers from HPD. Assistance may include rental arrears, mediating disputes with landlords, help completing applications for housing subsidy programs, help resolving utilities arrears, reviewing leases and legal documents, and help navigating Housing Court. Call or visit their website for a list of BronxWorks walk-in centers.</p>

<p><b>Catholic Charities Homelessness Prevention Program</b>  1011 First Avenue, 6th Floor  New York, NY  (212) 371-1011, Ext. 2035  <a href="http://www.catholiccharitiesny.org">www.catholiccharitiesny.org</a></p>	<p>Catholic Charities provides eviction and homelessness prevention programs and emergency shelter programs. Emergency relief funds may be available for people who are facing eviction.</p>
<p><b>Coalition for the Homeless</b>  129 Fulton Street  New York, NY 10038  (212) 776-2039  <a href="http://www.coalitionforthehomeless.org">www.coalitionforthehomeless.org</a></p>	<p>The Coalition maintains several programs to prevent homelessness and assist individuals who are currently homeless.</p>
<p><b>Homeless Prevention Fund</b>  <a href="https://www1.nyc.gov/site/dhs/prevention/rent-issues.page">https://www1.nyc.gov/site/dhs/prevention/rent-issues.page</a></p>	<p>The Homeless Prevention Fund provides emergency financial assistance to eligible households citywide that are unable to secure sufficient assistance through available programs and are at imminent risk of homelessness due to rent arrears. Visit the HPF website for a list of organizations that can provide further information.</p>
<p><b>Neighborhood Association for Intercultural Affairs (NAICA)</b>  1075 Grand Concourse  Bronx, NY 10452  (718) 538-3344  <a href="http://www.naicany.org/naica.aspx">www.naicany.org/naica.aspx</a></p>	<p>NAICA offers numerous services, including eviction prevention, free legal services, assistance with Housing Court representation, applications for rental assistance, FEPS application processing and transitional housing.</p>

## LANDLORD RIGHTS & RESOURCES

The landlord-tenant relationship is a voluntary one between the landlord who owns the property and the tenant who is given the right to possess the property for an established period of time. The landlord continues to have an interest in the property and has rights regarding the property, as well as responsibilities to his/her tenants. The following resources should be of use to landlords in managing their properties and in understanding their legal rights and responsibilities. In addition to the following, landlords will find that many other sections of this Guide include information and resources that will be of use.

<p><b>NYC Department of Buildings (DOB)</b> Bronx Borough Office 1932 Arthur Avenue, 5th Floor Bronx, NY 10457 (718) 960-4700 <a href="http://www1.nyc.gov/site/buildings/index.page">www1.nyc.gov/site/buildings/index.page</a></p>	<p>DOB offers various resources on its website to assist homeowners in buying, building, maintaining, and greening their homes.</p>
<p><b>NYC Department of Housing Preservation &amp; Development (HPD)</b> <b>Section 8 Client and Owner Services</b> 100 Gold Street New York, NY 10038 (917) 286-4300 <a href="http://www1.nyc.gov/site/hpd/index.page">www1.nyc.gov/site/hpd/index.page</a></p>	<p>HPD administers loans and tax incentives to help building owners and provides a great deal of information and resources of value to landlords on its website.</p>
<p><b>New York City Landlord &amp; Owners: Questions and Answers About Housing Court (a publication of NYS Courts Access to Justice Program)</b> <a href="http://www.nycourts.gov/courts/nyc/housing/pdfs/Landlordbooklet.pdf">http://www.nycourts.gov/courts/nyc/housing/pdfs/Landlordbooklet.pdf</a></p>	<p>Introductory booklet to Housing Court for landlords and owners prepared by a program whose mission is ensuring access in civil matters by using every resource, including self-help services and pro bono programs.</p>
<p><b>NYS Courts Access to Justice Program</b> "Collecting Rent for NYC Landlords" <a href="http://www.youtube.com/watch?v=2fcM3gRNOhY">www.youtube.com/watch?v=2fcM3gRNOhY</a> <a href="https://www.youtube.com/watch?v=hoXiZ-cqGxuk">https://www.youtube.com/watch?v=hoXiZ-cqGxuk</a></p>	<p>Video hosted on YouTube for landlords and owners regarding collection of rent from non-cooperative tenants.</p>

## GOVERNMENT

### BRONX HOUSING COURT

Following is the address and contact information for Bronx Housing Court. If you are involved in a case in Housing Court, please refer to other sections of this Resource Guide for information and resources that may be of assistance, including "Sources of Legal Representation and Legal Resources."

<p><b>Bronx Housing Court</b> 1118 Grand Concourse Bronx, NY 10456</p> <p>General Information: (646) 386-5750 Clerk of the County: (718) 466-3000 Landlord-Tenant Clerk's Office: (718) 466-3025</p>
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## ELECTED OFFICIALS; COMMUNITY BOARD; AGENCIES

Get to know your elected officials and your Community Board. Write or call to voice your opinion on a special topic of interest. And if you need help, contact them. For city service issues or complaints, first call or visit 311 online and get a complaint number. If you would like Community Board 8 to follow up on a complaint that has not been addressed, please use a copy of the form included on page 30.

<p><b>Bronx Community Board No. 8 Chairperson</b> Julie Reyes <b>District Manager</b> Farrah Kule Rubin 5676 Riverdale Avenue, Suite 100 Bronx, NY 10471 (718) 884-3959 <a href="http://www.nyc.gov/bxcb8">www.nyc.gov/bxcb8</a></p>	<p><b>Bronx Borough President Vanessa Gibson</b> 851 Grand Concourse, Suite 301 Bronx, NY 10451 (718) 590-3554</p> <p><b>Constituent Services</b> (718) 590-6248 <a href="http://bronxboropres.nyc.gov">http://bronxboropres.nyc.gov</a></p>
<p><b>Council Member Eric Dinowitz- District 11</b> 277 West 231st Street Bronx, NY 10463 (718) 549-7300</p>	<p><b>Council Member Pierina Ana Sanchez- District 14</b> 2065 Morris Ave Bronx, NY 10453 (347) 590-2874</p>
<p><b>Assemblymember Jeffrey Dinowitz - District 81</b> 3107 Kingsbridge Avenue Bronx, NY 10463 (718) 796-5345</p>	<p><b>Council Member Carmen De La Rosa- District 10</b> 618 W. 177th Street, Ground Floor New York, NY 10033 (917) 521-2616</p>
<p><b>Assemblymember George Alvarez- District 78</b> 2633 Webster Ave 1st Floor Bronx, NY 10458 (718) 933-2204</p>	<p><b>Assemblymember Manny De Los Santos- District 72</b> 210 Sherman Avenue, Suite A&amp;C New York, NY 10034 (212) 544-2278</p>
<p><b>State Senator Gustavo Rivera - District 33</b> 2432 Grand Concourse, Suite 506 Bronx, NY 10458 (718) 933-2034</p>	<p><b>State Senator Robert Jackson - District 31</b> 5030 Broadway, Room 701 &amp; 702 New York, NY 10034 (212) 544-0173</p>

<p><b>Congressman Adriano Espaillat-District 13</b> 720 West 181st Suite 2 New York, NY 10033 (212) 497-5959</p>	<p><b>Congressman Ritchie Torres - District 15</b> 540 East Fordham Road, Suite 2A Bronx, NY 10458 (718) 503-9610</p>
<p><b>U.S. Senator Charles E. Schumer</b> 780 3rd Avenue, Suite 2301 New York, NY 10017 (212) 486-4430</p>	<p><b>U.S. Senator Kirsten Gillibrand</b> 780 3rd Avenue, Suite 2601 New York, NY 10017 (212) 688-6262</p>
<p><b>Mayor Eric Adams</b> City Hall New York, NY 10007 (212) 788-9600</p>	<p><b>Governor Kathy Hochul NYS State Capitol Building</b> Albany, NY 12224 (518) 474-8390</p>
<p><b>NYC Commission on Human Rights</b> 22 Reade Street New York, NY 10007 (212) 306-7450 <a href="http://www1.nyc.gov/site/cchr/index.page">http://www1.nyc.gov/site/cchr/index.page</a></p>	<p><b>NYC Department of Buildings (DOB)</b> Bronx Borough Office 1932 Arthur Ave., 5th Floor Bronx, NY 10457 (718) 960-4700 <a href="http://www1.nyc.gov/site/buildings/index.page">http://www1.nyc.gov/site/buildings/index.page</a></p>
<p><b>NYC Department of Housing Preservation and Development (HPD)</b> 100 Gold Street New York, NY 10038 <a href="http://www1.nyc.gov/site/hpd/index.page">http://www1.nyc.gov/site/hpd/index.page</a></p>	<p><b>New York City Housing Authority (NYCHA)</b> 478 East Fordham Road (1 Fordham Plaza), 2nd Floor Bronx, NY 10458 <a href="http://www1.nyc.gov/site/nycha/about/contact.page">www1.nyc.gov/site/nycha/about/contact.page</a></p>
<p><b>NYC Human Resource Administration (HRA)</b> (718) 557-1399 <a href="http://www1.nyc.gov/site/hra/about/contact.page">www1.nyc.gov/site/hra/about/contact.page</a></p>	<p><b>NYS Division of Homes and Community Renewal (DHCR)</b> 641 Lexington Ave New York, NY 10022 (866)2 75-3427 <a href="http://www.nyshcr.org/AboutUs/ContactUs.htm">www.nyshcr.org/AboutUs/ContactUs.htm</a></p>
<p><b>U.S. Department of Housing and Urban Development (HUD)</b> 26 Federal Plaza, Suite 3541 New York, NY 10278-0068 <a href="http://portal.hud.gov/hudportal/HUD?src=/states/new_york/offices">http://portal.hud.gov/hudportal/HUD?src=/states/new_york/offices</a></p>	

<b>COMPLAINT FORM</b> <b>Bronx Community Board No. 8</b>
<b>Date:</b>
<b>Name:</b>
<b>Address, City, State, Zip code:</b>
<b>Telephone Number:</b>
<b>E-mail:</b>
<b><u>REQUIRED: PLEASE CONTACT 311. What was the service complaint number?</u></b> <b><u>311#</u></b>
<b>Address of problem/issue:</b>
<b>Please describe nature of problem/issue:</b>
<b>Other agencies you have contacted about the problem (e.g., DOB, Police Precinct, Elected Officials). Please list agency and date and/or Complaint Number:</b>

**BRONX COMMUNITY BOARD NO. 8**  
**5676 Riverdale Avenue, Suite 100**  
**Bronx, New York 10471-2194**  
**Telephone: 718-884-3959 • Fax: 718-796-2763**  
**E-Mail: [bx08@cb.nyc.gov](mailto:bx08@cb.nyc.gov)**

## Glossary

<b>CBS</b>	Bronx Community Board No. 8
<b>CCHR</b>	New York City Commission on Human Rights
<b>CNYC</b>	Council of New York Cooperatives and Condominiums
<b>DFTA</b>	New York City Department for the Aging
<b>DOB</b>	New York City Department of Buildings
<b>DOF</b>	New York City Department of Finance
<b>DHS</b>	New York City Department of Homeless Services
<b>DSNY</b>	New York City Department of Sanitation
<b>HCR</b>	New York State Homes and Community Renewal
<b>HPD</b>	New York City Department of Housing Preservation and Development
<b>HRA</b>	New York City Human Resource Administration
<b>HUD</b>	United States Department of Housing and Urban Development
<b>HUD-VASH</b>	United States Departments of Housing and Urban Development and Veterans Affairs Supportive Housing
<b>NHS</b>	Neighborhood Housing Services of New York City
<b>NYCHA</b>	New York City Housing Authority
<b>RBG</b>	New York City Rent Guidelines Board



## **BRONX COMMUNITY DISTRICT 8**

Serving the neighborhoods of Fieldston, Kingsbridge, Kingsbridge Heights, Marble Hill, Riverdale, Spuyten Duyvil, and Van Cortlandt Village



# YOUR OPINION COUNTS

Please use this form to advise Community Board No. 8 what you think about this Housing Resource Guide. Your feedback will let us know if the guide is useful and how we can improve the Guide. Kindly use this form to share your opinion using one of the following four methods:

1. Mail to: Bronx Community Board No. 8, 5676 Riverdale Avenue, Suite 100, Bronx, NY 10471
2. Fax: 718-796-2763
3. Email: [bx08@cb.nyc.gov](mailto:bx08@cb.nyc.gov)
4. Phone: 718-884-3959

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1. I live in the neighborhood of:

Fieldston\_\_\_\_ Marble Hill\_\_\_\_ Spuyten Duyvil\_\_\_\_  
Kingsbridge\_\_\_\_ Riverdale (South/Central)\_\_\_\_ Van Cortlandt Village\_\_\_\_  
Kingsbridge Heights\_\_\_\_ Riverdale (North)\_\_\_\_ Other:\_\_\_\_

2. I am a: Renter\_\_\_\_ Homeowner\_\_\_\_ Landlord\_\_\_\_ Business Owner\_\_\_\_ Employee

3. I currently live in the following type of housing (check all that apply): NYCHA\_\_\_\_ Mitchell Lama\_\_\_\_  
Private House\_\_\_\_ Building\_\_\_\_ Co-op/Condo\_\_\_\_ Affordable\_\_\_\_  
Rent Stabilized/Controlled/Regulated\_\_\_\_

4. My age group: Age 80 & older\_\_\_\_ Age 60 – 69\_\_\_\_ Age 40 – 49\_\_\_\_  
Age 70 – 79\_\_\_\_ Age 50 – 59\_\_\_\_ Age 21-39\_\_\_\_ 20 & younger\_\_\_\_

5. I read and will use the Guide in: Paper format\_\_\_\_ Online\_\_\_\_ Mobile\_\_\_\_ More than one format\_\_\_\_

6. I received/learned about the Housing Resource Guide from:\_\_\_\_\_

7. In my opinion, Bronx Community Board No. 8's Housing Resource Guide is:

- Very useful and should be updated and continued
- Somewhat useful and should be updated and continued
- Not useful and should be discontinued

8. Please tell us why you found the Housing Resource Guide to be very useful, somewhat useful, or not useful. Which sections are most helpful? Least helpful?

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9. Please share your suggestions and/or corrections (if needed, continue on blank page):

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10. OPTIONAL: Please provide contact information only if we may contact you for further clarification:

Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_ Email \_\_\_\_\_ Ad-  
dress: \_\_\_\_\_

**Thank you. Your opinion counts!**