



EVICTIION PREVENTION RESOURCES

Eviction Prevention Resources

Caution:

COVID-19 Alert

As a result of COVID-19, all levels of government have modified or altered policies and procedures in the housing field. The Benefits Plus Learning Center's COVID-19 Resources on Housing Programs and Services includes up-to-date information on COVID-19 related changes, such as:



- Eviction Moratoriums,
- NYC Housing Court Procedures,
- Rent and Mortgage Relief,
- And more!

Access Benefits Plus Learning Center's COVID-19 Resources by visiting <https://bplc.cssny.org/pbm/covid-19-resources/housing-programs-services/overview>.

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Created by the Benefits Plus Learning Center of the Community Service Society of New York.

Find this and other benefit tools, such as our Benefits Plus SNAP Calculator, Benefit Screening Guide, and more at https://bplc.cssny.org/benefit_tools.

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Eviction Prevention Resources

LEGAL ASSISTANCE FOR UNREPRESENTED TENANTS IN NYC HOUSING COURT

Tenants Facing Immediate Eviction

<https://www1.nyc.gov/site/hra/help/legal-services-for-tenants.page>

Tenants who have received a *Notice of Eviction* produced by a sheriff or marshal after a court has authorized a tenant's eviction may qualify for free legal representation in Housing Court or free legal counsel to help avoid the eviction. If a tenant has received such an eviction notice, s/he can email the HRA Office of Civil Justice at civiljustice@hra.nyc.gov for assistance on accessing legal services.

NOTE

A marshal or a sheriff may send the notice by mail, deliver it in person, or post it on the tenant's door. The paper says "*NOTICE OF EVICTION*" at the top and includes the name of the court, the marshal or sheriff's contact information, a Docket Number, and an Index Number.

NYC's Right to Counsel for Tenants in Housing Court Under the Universal Access Law

<https://www1.nyc.gov/site/hra/help/legal-services-for-tenants.page>

Administered by the NYC Human Resource Administration's (HRA) Office of Civil Justice (OCJ), the right to counsel provides legal services to help low-income households (income at or below [200% Federal Poverty Level](#)) avoid eviction and homelessness. These anti-eviction legal services are free, and tenants do not have to be an existing HRA client to apply. Currently, legal representation is available for low-income tenants facing eviction in Housing Court who live in the following zip codes:

HRA Office of Civil Justice Locations			
Monday – Friday, 9:00AM – 4:00PM			
Borough	Zip Codes Served	Housing Court	Room
Bronx	10453, 10457, 10462, 10467, 10468	Bronx County 1118 Grand Concourse	Room 1A
Brooklyn	11216, 11221, 11225, 11226, 11207	Kings County 141 Livingston Street	Room 201
Manhattan	10025, 10026, 10027, 10029, 10031, 10034	New York County 111 Centre Street (75 Lafayette Street) (Between White and Franklin Streets)	Room 854
Queens	11373, 11385, 11433, 11434, 11691	Queens County 89-17 Sutphin Boulevard	Room 121
Staten Island	10302, 10303, 10310, 10314	Locate Housing Court Answers Table. Housing Court Answers staff will locate OCJ provider. (See below for more information on Housing Court Answers.)	

NOTE

Implementation of OCJ's anti-eviction services will be implemented city-wide over time through 2022. As the program expands, more NYC zip codes will be added to the list.

To find the income eligibility criteria and most up-to-date listing of zip codes eligible for NYC's Right to Counsel, visit <https://www.nycourts.gov/COURTS/nyc/housing/freeLawyerQualify.shtml>.

EvictionFreeNYC.org

<https://www.evictionfreeny.org/en>

EvictionFreeNYC.org is a website designed to help tenants learn about and access NYC's Right to Counsel initiative. The website helps tenants determine if they are eligible for a free attorney, provides information that will help tenants respond to an eviction, and connects them to community organizing groups in their area.

Tenants can access the website on their smartphone or computer; information is available in Spanish, English, and Creole. Tenants are guided through basic questions about their location, income, and type of court case. The website provides a personalized set of steps and available legal service providers to assist the tenant with his/her housing court case.

Free Anti-Eviction Legal Services Agencies

<https://www1.nyc.gov/site/hra/help/legal-services-for-tenants.page>

Tenants facing eviction and/or landlord harassment, as well as building/tenant associations preserving housing may be able to receive legal services from Anti-Eviction Legal Services agencies in the five boroughs of NYC. Legal services may include:

- Representation in Housing Court
- Negotiations with landlords
- Preparation and filing of required court papers
- Other advocacy assistance, such as inquiries into whether a tenant's rent level is correct, whether there are conditions that require repair, and whether the conditions constitute defenses to a proceeding

For a listing of free legal service agencies providing these services, visit:

<https://www1.nyc.gov/assets/hra/downloads/pdf/legal-services-provider-list.pdf>, call 311 or email civiljustice@hra.nyc.gov.

NYC's Family Justice Centers

<https://www1.nyc.gov/site/ocdv/programs/family-justice-centers.page>

Housing-related legal services are also available at the City's Family Justice Centers, which provide comprehensive civil legal, counseling and supportive services for survivors of domestic violence, elder abuse and sex trafficking.

NYC's Family Justice Center Locations Monday – Friday, 9:00AM – 5:00PM		
Borough	Address	Phone Number
Bronx	198 East 161 st Street 2 nd Floor	718-508-1220
Brooklyn	350 Jay Street 15 th Floor	718-250-5111
Manhattan	80 Centre Street 5 th Floor	212-602-2800
Queens	126-02 82 nd Avenue	718-575-4545
Staten Island	126 Stuyvesant Place	718-697-4300

New York City Tenant Resource Portal

<https://www1.nyc.gov/content/tenantresourceportal/pages/>

The Mayor's Office to Protect Tenants (MOPT) and the Mayor's Public Engagement Unit's (PEU) Tenant Support Unit (TSU) launched the NYC Tenant Resource Portal to help residential renters access free eviction prevention resources. The portal features a question-and-answer tool in English and Spanish to navigate renters to resources based on their housing circumstances.

Tenants who do not have access to access the NYC Tenant Resource Portal via the Internet can call 311 and ask for the Tenant Helpline to be connected to a TSU Specialist that can provide free individualized assistance.

Housing Court's Volunteer Lawyers Program

<https://www.nycourts.gov/COURTS/nyc/housing/vlpselfrep.shtml>

Volunteer attorneys provide free legal advice to unrepresented Housing Court tenants under the supervision of the Civil Court's Help Center Court Attorneys. Volunteer lawyers meet with unrepresented litigants on a walk-in basis in the Court's Help Centers and may be able to discuss the strengths and weaknesses of an individual case. This is an advice-only program. Volunteer lawyers do not represent tenants in court or file papers on their behalf.

This program operates in all courts of all counties in New York City. For hours and locations, go to <http://nycourts.gov/COURTS/nyc/housing/resourcecenter.shtml#locations>.

Housing Court's Volunteer Lawyer for the Day Program

https://www.nycourts.gov/COURTS/nyc/housing/vlfd_housing.shtml

Volunteer lawyers for the day provide free limited representation that begins and ends on the same day for unrepresented litigants in nonpayment eviction cases in Housing Court. This program is currently only available in Kings (Brooklyn) County for cases that are on the calendar on Monday's and Wednesday's. The Kings County Housing Court's coordinating attorney will review the case and let the litigant know if they qualify for a Volunteer Lawyer for the Day.

Kings County Court
141 Livingston Street, Room 1313
Brooklyn, NY 11201

ADDITIONAL ASSISTANCE FOR TENANTS FACING EVICTION

Housing Court Help Center Attorneys

<https://www.nycourts.gov/COURTS/nyc/housing/resourcecenter.shtml>

Help Center Attorneys are attorneys employed by NYC Civil Court who provide free legal and procedural information to unrepresented litigants; they cannot, however, provide legal advice or tell the tenant the best way to handle his/her case. Additionally, they cannot represent a tenant in court or file papers on his/her behalf.

Help Center Attorneys can provide information about:

- Commencing cases
- Answering cases
- Obtaining repairs
- Filling out Housing Court forms
- Court procedure
- Landlord-tenant cases

Help Center Attorneys are in the Housing Court's Help Centers in all New York City boroughs. For hours and locations, go to <https://nycourts.gov/COURTS/nyc/housing/resourcecenter.shtml#locations>.

Housing Court's Guardian Ad Litem (GAL) Program

<https://www.nycourts.gov/courts/nyc/housing/GAL.shtml>

The GAL program provides Housing Court judges with a pool of GALs whose goal is to safeguard the rights and prevent the eviction of some of New York City's most vulnerable people. A housing court judge will often appoint a GAL when there is concern that a tenant is unable to advocate for him or herself due to mental illness or age.

If a tenant (or his/her advocate) believes that he/she is incapable of adequately protecting his/her rights, the tenant can request the judge appoint a GAL. If the case has not been yet assigned to a judge, the tenant can inform the Housing Court Clerk's Office of his/her request for a GAL.

GALs help the tenant solve their Housing Court case by:

- Going to Court
- Obtaining help from agencies that offer services the tenant may need
- Trying to work out an agreement with the landlord while protecting the tenant's rights

NYC Human Resources Administration's (HRA) Adult Protective Services (APS)

<https://www1.nyc.gov/site/hra/help/adult-protective-services.page>

APS provides services for at-risk physically and/or mentally impaired adults that will assist them to live safely in their homes. If in the process of performing an eviction a city marshal decides that APS should get involved, the eviction may be postponed until APS can determine if the household is eligible for APS services. When a tenant is eligible for APS services, the APS caseworker can petition Housing Court for a Guardian ad Litem (GAL) to assist with eviction prevention. Caseworkers can also assist with applications to HRA for payment of rental arrears, see below, Rental Arrears Financial Assistance. APS clients can be referred by anyone. To make a referral:

- Call the APS Central Intake Unit at 212-630-1853, Monday-Friday, 9:00am-5:00pm

- Submit a web referral at <https://a069-apscris.nyc.gov/cris>
- Email apsrefer@hra.nyc.gov

RENTAL ARREARS FINANCIAL ASSISTANCE

NYC Human Resources Administration (HRA): One Shot Deals - Grants for Families and Single Adults

[Emergency Rental Assistance \(One Shot Deals\) Flyer](#)

718-557-1399

HRA can assist tenants who have legal possession of an apartment, when they are facing an eviction due to rental arrears, by paying the rental arrears through a cash grant. Grants are available for families and single adults who are Cash Assistance applicants/recipients, as well as for qualifying families, SSI recipients, and individuals not in receipt of or ineligible for Cash Assistance. Call 311 or visit <https://www1.nyc.gov/site/hra/locations/job-locations.page> to find the HRA Job Center by zip code.

NYC Department of Homeless Services - HomeBase

<https://www1.nyc.gov/site/dhs/prevention/homebase.page>

Community based organizations, contracted by NYC, to provide rental assistance, mediation and other services, to households at risk of becoming homeless, including those applying for shelter at NYC homeless facilities.

Housing Court Answers

<http://housingcourtanswers.org>

212-962-4795 (Monday-Friday, 9am-5pm)

Provides emergency eviction prevention counseling for housing court litigants without attorneys through NYC's Housing Courts. Provide referrals to private charities that might be able to assist with rent arrears, as well as referrals to FHEPS providers.

The Bridge Fund of New York City

<https://thebridgefund.org/contact>

212-674-0812

Offers interest-free loans and budget counseling to assist tenants who are working poor or retirees with rent arrears and in danger of losing their housing. Clients must be referred by social service agencies, religious organizations, legal service providers, community groups, or unions.

Coalition for the Homeless

<https://www.coalitionforthehomeless.org>

- **Eviction Prevention Program Hotline** – 212-776-2039 (Wednesday's beginning at 9:30 am)
Provides rental arrears assistance to tenants who are in housing court, have a signed court stipulation, and who have future ability to pay ongoing rent.
- **Resource Guide** – <https://www.coalitionforthehomeless.org/resource-guide>
Searchable database of the Coalition for the Homeless Resource Guide with a comprehensive catalog of emergency services in New York City.

University Settlement, Project Home

https://www.universitysettlement.org/us/programs/project_home

212-505-1995

Provides eviction prevention assistance, advocacy and mediation with landlords, accompany clients to housing court, provides domestic violence support, and assistance with applications and recertifications for affordable housing and subsidies.

RENTAL SUBSIDIES FOR THOSE WHO ARE HOMELESS OR AT-RISK OF HOMELESSNESS

FHEPS (formerly FEPS)

<https://www1.nyc.gov/site/hra/help/fheps.page>

A rent supplement that helps eligible families with dependent children who have been evicted or who are facing eviction, or who lost their housing because of health or safety issues, certain court decisions, or domestic violence.

CityFHEPS

<https://www1.nyc.gov/site/hra/help/cityfheps.page>

A rent supplement that helps individuals and families at risk of entry to shelter and those already in shelter to secure permanent housing.

Pathway Home

<https://www1.nyc.gov/site/hra/help/pathway-home.page>

A rent supplement that helps eligible individuals and families move out of shelter by moving into the home of friends or family members ("host families").

SOTA (Special One-Time Assistance) Program

<https://www1.nyc.gov/site/hra/help/sota.page>

Provides one year's full rent for eligible individuals and families in NYC shelter to move out of shelter within New York City, to other New York State counties, to another state, Puerto Rico, or Washington, DC.

ADDITIONAL RESOURCES

City of New York Department of Investigation

<https://www1.nyc.gov/site/doi/offices/nyc-marshals.page>

Provides links to the listing of NYC Marshals, the Marshals Handbook, and FAQ's about Marshals and evictions.

Citywide Landlord-Tenant Mediation Project

Call 311 Tenant Helpline

The Citywide Landlord-Tenant Mediation Project provides mediation services outside of the NYC housing court system for tenants and landlords with rent-related issues. While the Mediation Project will focus on the hardest hit communities facing hardship due to COVID-19, all tenants in NYC, regardless of

immigration status, can call the 311 Tenant Helpline to talk to NYC Mayor's Public Engagement Unit's housing specialists. (To view the neighborhoods and zip codes in each borough hardest hit by COVID-19, visit <https://www1.nyc.gov/site/neon/programs/covid-neighborhoods.page>.)

Eligible tenants will be referred to a non-profit Community Dispute Resolution Centers (CDRCs) in each borough, which will provide the mediation services. Each CDRC will manage case intake, provide mediation sessions, and monitor case follow up for tenants. The CDRCs will assist tenants and small landlords in finding solutions to rental issues due to the COVID-19 pandemic before they reach litigation in housing court. The Mediation Project will handle cases in a setting where both parties feel safe, and priority will be given to tenants and small landlords who do not have legal representation.

NYC Housing Court

<https://www.nycourts.gov/courts/nyc/housing>

Provides information on court locations, definitions of legal terms, and guides for tenants representing themselves in court.

NYC Housing Preservation & Development's (HPD) Tenant Anti-Harassment Unit (AHU)

<https://www1.nyc.gov/site/hpd/services-and-information/tenant-harassment.page>

A property owner's failure to correct dangerous conditions and/or frequent disruptions of or failure to supply water, heat, gas, or electric service may constitute harassment. HPD can investigate claims of harassment due to maintenance issues. If you believe the building's owner is withholding essential services or not making necessary repairs to force the tenant to move out of their apartment, contact HPD's Anti-Harassment Unit (AHU) by calling 311.