

# EVICTION PREVENTION

All information outlined can be found at [NYC.gov/tenantprotection](https://nyc.gov/tenantprotection). For more visit [MOPT's COVID-19 Fact Page](#) or call 311 and ask for the “Tenant Helpline” to learn about the latest updates.

## THE FACTS

- **A landlord cannot remove you from your home without first getting permission from housing court if you have been living there for at least 30+ days or have a lease.** It takes time, and you have rights in this process.<sup>1</sup>
- **If you are a tenant with a lease, or you have been living in your home for at least 30 days, the only way you can be evicted is when a judge gives the landlord permission by issuing an order.** If a landlord, super, or someone else who works for the landlord locks you out of your apartment, call 911 or your local precinct.
- If the police are unable to help, you can start an emergency case in Housing Court called an “illegal lockout.” This is so you can be “[restored to possession](#),” which means let back in the apartment.
  - Emergency cases can be started electronically or over the phone and you can appear without coming to a court building.
  - For questions and concerns relating to New York City Housing Court operations during the COVID-19/coronavirus emergency, please visit [nycourts.gov](https://nycourts.gov) or call the following emergency Housing Court phone numbers, available between 9:00am and 5:00pm.

**Bronx** 718-618-2500

**Harlem** 646-386-5409

**Kings (Brooklyn)** 347-404-9133

**New York (Manhattan)** 646-386-5730

**Queens** 718-262-7300

**Richmond (Staten Island)** 646-386-5409

<sup>1</sup>The rights described in this brochure do not always apply to participants in non-profit or governmental programs that provide temporary or transient housing.

## TENANT RESOURCES

- **If you are facing eviction or have concerns about your housing situation** free legal advice is available for all renters. Please call 311 and ask for the “Tenant Helpline”, or fill out the Mayor’s Office to Protect Tenants’ [Contact Us form](#).
- **For updated resources and information regarding tenants’ rights, the eviction moratorium or Housing Court operations during COVID-19** please visit [MOPT's COVID-19 Fact Sheet](#), or call 311 and ask for the “Tenant Helpline”.



## ACCESS TO LEGAL HELP

- **Free legal advice is available for New York City renters.** To access these services, please call 311 and ask for the “Tenant Helpline”, or fill out the Mayor’s Office to Protect Tenants’ [Contact Us form](#).
- If you are facing an eviction case you may be able to get a free lawyer to represent you through the City’s Office of Civil Justice, a unit of the Human Resources Administration. For information about how to get free legal assistance, please call 311 and ask for “Tenant Helpline” or visit [nyc.gov/civiljustice](https://nyc.gov/civiljustice).

**For information about how to get free legal counsel please call 311 and ask for the City’s Tenant Helpline.**

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## RENT & UTILITY ASSISTANCE

### IF YOU HAVE A RENT SUBSIDY AND ARE STRUGGLING TO PAY YOUR RENT CONTRIBUTION:

- **NYCHA Public Housing** – If you are a NYCHA resident, you may qualify for a rent reduction due to a [rent hardship](#). If your hours have been cut at work, or if you have lost your job, you can complete an Interim Recertification immediately. Households can call 718-707-7771 and select option 5.
- **NYCHA Section 8** – NYCHA encourages households experiencing an inability to pay rent due to a loss of income to visit the Self-Service Portal. Section 8 participants can report a decrease in household income by completing an Interim Recertification via the [NYCHA Self-Service Portal](#). Households without internet access may submit a request to P.O. Box 19196, Long Island City, NY 11101-9196 or call NYCHA’s Customer Contact Center at 718-707-7771 for assistance.
- **HPD Section 8** – Voucher holders facing rent hardships due to drops in income should fill out the [Reporting Income Decrease form \(Formulario para informar una disminución de ingresos\)](#) and send it to [DTRIncomeDecrease@hpd.nyc.gov](mailto:DTRIncomeDecrease@hpd.nyc.gov) or upload to the [Document Portal](#). Households without internet access may submit forms and documentation by fax to 212-863-5299, or by mail to HPD Division of Tenant Resources, 100 Gold Street Room 1-M, New York NY 10038. Please note that HPD’s Office of Client Services is currently closed to the public.
- **CityFHEPS** – If you are a CityFHEPS program participant who has experienced income loss, you can [submit a request to modify your tenant contribution](#) to [RAPRenewals.hra.nyc.gov](http://RAPRenewals.hra.nyc.gov).



### IF YOU WANT TO APPLY FOR RENTAL ASSISTANCE:

The NYC Department of Social Services/ Human resources Administration (DSS/HRA) has several programs for tenants in need of assistance. You can apply for Cash Assistance, which includes ongoing monthly rent subsidies, and/or a one-time Emergency Assistance /One-Shot-Deal (EA/OSD) for Rent Arrears or utility arrears. You can apply through:

- **ACCESS NYC** – Visit ACCESS NYC to see if you’re eligible for rental assistance or arrears.
- Calling the Homebase homelessness prevention program by calling 311 and asking for “Homebase” or using the [Homebase locator](#) to call the office nearest you.
- Calling the Tenant Helpline for assistance, please call 311 and ask for the “Tenant Helpline”, or by filling out the Mayor’s Office to Protect Tenants’ [Contact Us form](#).

**ACCESS NYC** is a self-screening tool that recommends public benefits programs for you to consider applying to based upon information you enter about your household. ACCESS NYC will tell you how to apply, but it does not guarantee your application will be eligible. Visit ACCESS NYC online at [nyc.gov/accesshra](http://nyc.gov/accesshra) or with the Access HRA app (iOS and Android).

**DISCLAIMER:** The information provided in this brochure does not constitute legal advice. All information, content and materials on this brochure, are for general informational purposes only.

**For information about how to get free legal counsel please call 311 and ask for the City’s Tenant Helpline.**