

## INFORMATION FOR TENANTS: VACATE ORDER ISSUED

**A VACATE ORDER HAS BEEN ISSUED BY A NEW YORK CITY AGENCY. THIS DOCUMENT PROVIDES INFORMATION ABOUT WHAT THAT MEANS, WHAT NEXT STEPS YOU CAN EXPECT AND HOW TO OBTAIN ASSISTANCE.**

Para obtener una copia de este folleto sobre la Orden de Desalojo que se ha emitido para su edificio, utilice el código QR al final de este documento.

للحصول على نسخة من هذا المنشور المتعلق بأمر الإخلاء الصادر للمبنى الخاص بك، يُرجى استخدام رمز الاستجابة السريعة (QR) في نهاية هذه الوثيقة

আপনার ভবনরে জন্য জারি করা ভ্যাকটে অর্ডার (ভবন ছড়ে চলে যাওয়ার নির্দেশ) সংক্রান্ত এই পুস্তকির একটি কপি জন্য, এই ডকুমেন্টের শেষে দেওয়া QR কোডটি ব্যবহার করুন।

Pour obtenir une copie de cette brochure sur l'arrêté de péril imminent qui a été prononcé pour votre bâtiment, utilisez le QR code se trouvant à la fin de ce document.

Si w vle resevwa yon kopi tiliv sa a sou Lòd pou Pati yo te pase pou bilding ou an, sèvi ak Kòd QR ki nan fen dokiman sa a.

귀 건물에 발부된 퇴거 명령과 관련된 본 팸플릿의 사본이 필요한 경우, 문서 끝에 있는 QR 코드를 사용하십시오.

Kopię niniejszej broszury dotyczącej Nakazu Opuszczenia Nieruchomości, który został wydany dla Państwa budynku, można uzyskać, skanując kod QR na końcu tego dokumentu.

Для получения копии этого буклета о Приказе об освобождении помещения, который был выдан для вашего здания, используйте QR-код в конце этого документа.

如需有关针对您所在建筑物发布的撤离令的小册子副本，请使用本文件末尾的QR码。

آپ کی عمارت (آپ کے مکان) کو خالی کرنے کے لیے جاری شدہ حکم کے بارے میں اس کتابچے کی ایک کاپی حاصل کرنے کے لیے، اس دستاویز کے آخر میں دئے گئے QR کوڈ کا استعمال کریں۔



### What is a Vacate Order?

Your apartment or building was issued a Vacate Order by a city agency because of a condition that is or may be imminently perilous, dangerous or detrimental to life, public safety or property. The VACATE ORDER should be prominently posted at your building and should include both the reason for the vacate order and the name of the city agency (or agencies) that issued a vacate order. If your apartment is affected by the vacate order, you cannot live there until the agency (or agencies) lifts or rescinds the vacate order. Scan the QR code below under the agency name for more detailed information about the vacate.

**Scan for Department of Housing  
Preservation and Development  
Vacate Order Information:**



**Scan for  
Department of Buildings  
Vacate Order Information:**



### Where can I stay?

If you need emergency shelter, please see below:

- **Emergency shelter:** Contact the American Cross in Greater New York at 1-877-RED-CROSS (733-2767), Option 1. The Red Cross may provide emergency shelter for up to two nights for eligible households.
- **Longer-term shelter:** Contact HPD Emergency Housing Services (EHS) at (212) 863-7660 or email [EHS-Remote@hpd.nyc.gov](mailto:EHS-Remote@hpd.nyc.gov) to see if you qualify for longer-term shelter in an EHS shelter facility. If you require a reasonable accommodation, you may submit your request when registering for shelter services. Even if you do not need the city's assistance with temporary housing, it is helpful to register with EHS if you want to be notified when your building's vacate order is rescinded (you should also provide contact information to the property owner).



### How can I get my belongings?

You may be allowed to retrieve essential items, like your medication and identification, depending on the condition of your building. Contact your landlord for access. In certain situations, property owners will need to coordinate with the NYC Department of Buildings (DOB) to determine whether the building is safe to enter.



### Is emergency cash assistance available from the City?

You may be eligible for emergency assistance through NYC Human Resources Administration for lost clothes, personal items, or furniture because of fire or natural disaster. Contact the Human Resources Administration for more information at 718-557-1399 or see more information at [nyc.gov/site/hra/help/cash-assistance.page](https://nyc.gov/site/hra/help/cash-assistance.page)



### How can I access crisis management support?

The vacate process is stressful. 988 is your connection to free, confidential crisis counseling, mental health and substance use support, information, and referrals 24 hours a day, 7 days a week by phone, text, and online chat. Behavior health professionals there can link you to the services you need in over 200 languages.

- Call or text 988
- Chat online at [988lifeline.org](https://988lifeline.org)



### What happens next?

Your landlord/property owner must correct the conditions that led to the Vacate Order. The owner may be required to hire a licensed engineer or architect to file the necessary applications with DOB to ensure that all work is done safely and according to code.

After the condition(s) is corrected, the property owner must request that the Vacate Order be lifted. Each city agency that placed a vacate order will then inspect the work and, if appropriate, rescind the Vacate Order. Note that if more than one City agency issued a Vacate Order, that Vacate Order must be dismissed by each agency before you can reoccupy.



### Do I lose my rights to my apartment?

Your rights may vary depending on whether you live in a rent stabilized, rent controlled or market-rate apartment, and the extent of the damage to the building, among other factors. We recommend that you consult with a lawyer familiar with NYS and NYC housing laws.

If you are a **rent stabilized/rent controlled** tenant, you can file to legally reduce your monthly rent to \$1/month for the period that you cannot live in your apartment. Many people live in rent stabilized apartments and do not know it. The New York State Division of Housing and Community Renewal (DHCR) can provide more information. More information is available from DHCR at <https://hcr.ny.gov/living-conditions-and-essential-services>.



### I can't afford a lawyer, are there options for free legal services?

If you can't afford an attorney, call 311 and ask for the "Tenant Helpline."



### What if the landlord is trying to harass me to not return?

Harassment by an owner to force tenants out of their apartments, or to surrender their rights, is illegal. You may also seek free legal services to assist you if you are being harassed. Examples of harassment may include, but are not limited to:

- Not offering leases, lease renewals, or repeatedly trying to pay you to move out or to give up your rights ("a buyout")
- Not consulting with the City agency to allow you to retrieve belongings
- Offering you a buyout while threatening you, intimidating you, or using obscene language, by contacting you at your place of employment without obtaining your written permission, or providing false information in connection with the buyout offer
- Unjustified eviction notices or illegal lockouts
- Threats and intimidation (e.g., phone calls to encourage you to move out or give up your rights).
- Deliberately causing construction-related problems for tenants (e.g., working after hours, blocking entrances, or failing to remove excessive dust and debris)
- Not making the repairs required by the Vacate Order(s) in a timely manner
- Failing to notify you when the building or apartment you resided in is deemed habitable by the city and the vacate order is rescinded



### How do I get more information about the Vacate Order(s), building repairs and the status of the Vacate Order?

The agency (or agencies) that placed the Vacate Order is identified on the Vacate Order posted on the building entrance. For detailed information about the Vacate Order, including:

- What must be done to lift the Vacate Order?
- Can I track the progress of the repairs?
- How do I know when it's safe to return?

Please refer to the QR codes under the corresponding agency on Page 1.

For more information about your rights related to housing in general and additional resources for tenants scan the ABCs of Housing QR code below:

