



New York City Commission on Human Rights

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FOR IMMEDIATE RELEASE

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**New York City Commission on Human Rights Helps Tenant with Disability
Obtain an Accessible Apartment, Fourteen Months' Free Rent, and Damages from her
Landlord**

Property managers failed to provide a reasonable accommodation, leaving 74-year-old tenant unable to independently access her home and resulting in serious injury.

NEW YORK, NY — After a renter with a disability made a complaint to the New York City Commission on Human Rights, the Commission helped her obtain an accessible apartment, free rent for over a year, and additional monetary damages. The renter had a mobility impairment which made it virtually impossible for her to enter or exit her apartment. Her difficulties were so severe she ultimately fractured her hip trying to get into her own home. When she asked for a reasonable accommodation, the landlord refused.

Instead of providing an accommodation that the tenant could actually use, the building installed a lift that could only be operated with a key, which the landlord refused to provide the tenant, and, even then, only for limited hours. Without access to the lift, she was trapped.

As a result, the Respondent agreed to:

- **Pay \$15,000 in emotional distress damages** to the Complainant
- **Pay a \$30,000 civil penalty** to the City of New York
- **Provide the tenant with free rent for 14 months**
- **Provide the tenant an accessible apartment**
- Create an anti-discrimination policy, attend anti-discrimination training, display the Commission's Notice of Rights poster, and submit proof of compliance to the Commission

"Having a place to call home doesn't mean anything if you can't get through the front door," **said Christine Clarke, Commissioner and Chair of the NYC Commission on Human Rights.**

"Every New Yorker deserves to live with dignity, regardless of disability; and when landlords and property owners fail to meet their responsibility to tenants, the Commission will enforce the law and make sure that everyone has an equal opportunity to housing."

Anyone in New York City who feels they have experienced or witnessed discrimination can reach out to the Commission by calling 212-416-0197, [filling out the online form](#).

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The New York City Commission on Human Rights is the agency responsible for enforcing the NYC Human Rights Law, one of the most comprehensive civil rights laws in the nation. The



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Commission works to promote equality and combat discrimination in New York City through law enforcement, community relations, and public education.