

## EMAIL SCAM ALERT

The New York City Department of Housing Preservation and Development (HPD) has been made aware of a scam, or trick, by people trying to obtain money from HPD subsidy program applicants and those searching for housing. The scammers trick their targets by claiming they will find or provide housing for them. It is vital that you protect yourself from email scams.

Scammers may try to trick you into thinking they are an HPD employee by using an HPD employee title, or more commonly, by creating a fake email account that *looks like* it came from an HPD email but is *not* from an HPD email. Some examples are listed below.

**Keep this in mind as you search for housing:**

1. Official emails from HPD will *always* come from email accounts ending in **@hpd.nyc.gov**.
2. Scammers will attempt to make the email address *look* like an HPD email, even though it is not. Below is an example of a real HPD email address, and two scam email addresses:
  - **Real HPD email address:** [portability@hpd.nyc.gov](mailto:portability@hpd.nyc.gov)
  - Fake email addresses:
    - [Portability.hpd.nyc.gov@gmail.com](mailto:Portability.hpd.nyc.gov@gmail.com)
    - [HPDPortability@yahoo.com](mailto:HPDPortability@yahoo.com)
3. In the examples above, the fake email addresses are Gmail and Yahoo accounts that **do not end in @hpd.nyc.gov**. The fake email addresses use “*portability*” and “*HPD*” to make them look real, even though, they are not from HPD.

**NOTE:** Program applicants have received emails from these type of email addresses in which they have been asked to pay for a security deposit before seeing an apartment. They have also been asked from people using these fake email addresses who pretend to be HPD employees to pay fees to process paperwork more quickly.

HPD staff will not request any payments related to security deposits or to help you secure an apartment quickly during the leasing process.



We **strongly encourage** you to pay attention to **who the email is coming from by checking the email address to make sure it ends in @hpd.nyc.gov**. If you have a concern about whether an email you receive is actually from HPD staff, we encourage you to reach out to HPD directly using the below contact information:

- Program applicants: [DTRinitials@hpd.nyc.gov](mailto:DTRinitials@hpd.nyc.gov)
- Program participants: [DTRAI@hpd.nyc.gov](mailto:DTRAI@hpd.nyc.gov)
- Call center: 917-286-4300

As a reminder, HPD will **never** threaten you with the loss of an apartment if you need more time to verify that an email is truly from HPD. Please stay vigilant in double-checking any emails that seem suspect to avoid scams.

**NYC**



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