

About the NYC Public Engagement Unit

The **NYC Public Engagement Unit (PEU)** was created to develop a new model for government outreach, using community organizing principles to re-envision how the City provides services to its most vulnerable communities. Rather than expecting constituents to navigate a complex City bureaucracy to get the help they need, PEU adopts grassroots tactics to meet residents where they are - at their doors and on their phones, in their social media feeds and in their communities. PEU combines this proactive outreach with comprehensive case management, and in doing so, combats disillusionment and builds long-term relationships between New Yorkers and their government.

Tenant Support Unit

The **Tenant Support Unit (TSU)** provides free information on tenants' rights, assistance navigating housing-related issues, and connection to a range of resources, including the Tenant Resource Portal, anti-eviction legal assistance, and rent freeze and homeowner tax exemption programs.

Contact the Tenant Support Unit:

- For information on tenant rights and the Right to Counsel, call **311** and ask for the "**Tenant Helpline**," or visit nyc.gov/TenantSupportUnit
- For information on rent freeze and homeowner tax exemption programs, call the hotline at **(929) 252-7242**

Home Support Unit

The **Home Support Unit (HSU)** conducts outreach to rental owners and brokers in order to identify vacant homes for voucher holders living in shelters. HSU supports owners and brokers throughout the lease-up process, improving their experience with rental subsidies so that they continue to provide units to voucher recipients in the future.

Contact the Home Support Unit:

- nyc.gov/HomeSupportUnit

Special Projects Team

The **Special Projects team (SPT)** works full-time to support all PEU units - Home Support Unit and Tenant Support Unit - while remaining flexible enough to take on the coordination of new projects based on the City's most urgent priorities. As the City's in-house "campaign" experts, PEU's Special Projects Team leverages interagency resources, City staff volunteers, and technology in agile and creative ways to design and implement new outreach strategies for the City's most pressing initiatives.



nyc.gov/peu