

**I heard my property owner needs to get a **Certification of No Harassment**. What does this mean?**

- If your building is subject to the Certification of No Harassment (CONH) program, which includes SRO buildings citywide, multiple dwellings in Special Districts and buildings on the Pilot Program building list, your owner must apply for and obtain a CONH before being approved for certain work permits involving demolition or the change of use or occupancy of the building. Once an application is submitted, HPD will investigate whether there has been tenant harassment in the building.
- To learn more about the CONH Pilot Program, and to see a list of the buildings affected by the law, visit [nyc.gov/hpd](http://nyc.gov/hpd) and search for “CONH”. For questions related to the CONH program, please contact [conhinfo@hpd.nyc.gov](mailto:conhinfo@hpd.nyc.gov).

**Where can I get more help?**

- The Tenant Helpline is a free resource available to all New Yorkers, no matter your immigration status. Tenant Helpline Specialists at the NYC Public Engagement Unit provide 1-on-1 support, in multiple languages, to tenants experiencing harassment from their landlord. Call **311 and ask for the Tenant Helpline**. Learn more at [nyc.gov/TenantHelpline](http://nyc.gov/TenantHelpline).

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*This pamphlet contains frequently asked questions for tenants and owners concerning tenant harassment and is provided for your convenience only. For complete information, consult the law and applicable rules.*

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Department of  
Housing Preservation  
& Development

**Information on:**

- Lack of Repairs
- Illegal Construction
- Threats
- Discrimination
- Buyout Offers
- Breaking rent-stabilized leases
- Wrongful Eviction

**NYC Protections Against  
Tenant Harassment**  
*Frequently Asked Questions*



Department of  
Housing Preservation  
& Development

Department of  
Buildings

Department of  
Human Rights



Homes and  
Community Renewal



[nyc.gov/hpd](http://nyc.gov/hpd)

# Frequently Asked Questions about Tenant Harassment

## I reported maintenance conditions to my property owner and received no response. The property owner is not making repairs, and I believe they want me to move out. Is this harassment?

- Yes, under the NYC Housing Maintenance Code, a property owner's failure to correct dangerous conditions and/or frequent disruptions of water supply, heat, gas or electric service may be harassment. File all complaints with **311** and make sure to say that you believe you are being harassed. You can use violations issued to support a Housing Court case against your property owner.
- You may also make a harassment claim in Housing Court. Housing Court Answers (HCA) provides information about Housing Court procedures, property owner-tenant issues, enforcement of housing code, and referrals for free legal help and community organizations for advice and possible representation. HCA is present in each borough's Housing Court. Call their hotline at **(212) 962-4795**, Tues - Thurs, 9 am - 5 pm, or visit [housingcourtanswers.org](http://housingcourtanswers.org).

## There's construction in my building, and I don't feel safe. What should I do?

- When there's construction in a building, property owners are required to post a Tenant Protection Plan and the Safe Construction Bill of Rights in a common area of the building until construction is completed or distribute both to tenants. If you did not receive the documents and do not see them posted, call **311**. Read the Safe Construction Bill of Rights at [nyc.gov/hpd](http://nyc.gov/hpd).
- If there is excessive dust and debris, unsafe work practices, working after hours, or blocking entrances, file a complaint with **311** and/or contact the Department of Building's Office of the Tenant Advocate at **(212) 393-2949** or [TenantAdvocate@buildings.nyc.gov](mailto:TenantAdvocate@buildings.nyc.gov).
- For more information on illegal or unsafe construction, please visit [nyc.gov/dob](http://nyc.gov/dob).

## I feel that the owner, super, or other owner representative is trying to get me to leave. What can I do?

- Some behaviors by these individuals are defined as harassment. For example:
  - Late-night calls intended to pressure tenants to move out.
  - Repeatedly contacting or visiting a tenant during non-business hours when the tenant has not asked to be contacted.
  - Threats or discrimination against a tenant because of their immigration status.
- Tenants can report threats and discrimination by contacting **311** or the NYC Commission on Human Rights at **(718) 722-3131**.
- If tenants are threatened based on their immigration status, they can contact the NYS Immigration Hotline at **(800) 566-7636**.
- You may also qualify for free legal services. See the last question on the next page.

## My property owner is threatening to evict me. Is this harassment?

- Yes, this could be harassment if there is no basis (such as failure to pay rent) for the eviction.
- Illegal eviction or attempts to illegally evict, including removing the door or lock to an occupied unit or changing the lock on the door without supplying a key is also harassment.
- If your property owner has locked you out of your apartment, you can contact the NYPD or report the property owner to your local precinct.
- If you already received an eviction notice, you can call **311** and ask for the "Tenant Helpline" or call one of the legal service providers listed to the right for guidance on how to respond and access legal services.
- If you are facing eviction because you are having trouble paying rent, call 311 for a referral to HomeBase, which connects tenants to eviction-related services and rent assistance.

## My property owner has repeatedly offered me money to leave my apartment. What should I do?

- HPD recommends that you do not sign any documents/agreements without seeking legal assistance. Tenants can reject buyout offers and continue to live in their home. You can also advise your property owner in writing that you do not want to be contacted regarding any buyout offer. The property owner is required to not contact you for 180 days unless you write at an earlier time that you are interested in discussing a buyout or unless the court permits the property owner to discuss a buyout offer with you.

## My property owner doesn't want to renew my lease. Who can I contact?

- If you are paying rent and there are no other related issues, you can obtain assistance from legal service providers by dialing **311**. If you're behind on rent and facing eviction, call **311** to locate your nearest HomeBase.
- If you have a rent-controlled or rent-stabilized lease, and your property owner is refusing to renew or is charging more than the legal rent, you can contact NYS Homes and Community Renewal (NYSHCR) at **(866) 275-3427**, or file a harassment claim by visiting [hcr.ny.gov](http://hcr.ny.gov).
- If you're not sure if your home is rent-stabilized, call NYSHCR at **(718) 739-6400**.

## How can I find out if any of my current or former neighbors reported harassment?

- HPD posts on its website the addresses of buildings where a finding of harassment has been made by a court, when the agency receives the information. You can find it online at [hpdonline.hpdnyc.org](http://hpdonline.hpdnyc.org).

## I'm experiencing more than one issue. Who should I contact?

In addition to specific issues as previously described, you can take the following steps:

- You can contact the information and complaint line at the New York State Attorney General's Office at **(800)771-7755**.
- If you live in a building with rent-stabilized units, you can email the Tenant Harassment Protection Task Force (THPT) at [THPT@hpd.nyc.gov](mailto:THPT@hpd.nyc.gov) or call NYSHCR at **(866) 275-3427** or **(718) 739-6400**.

*THPT is a collaboration of City agencies created to investigate and bring actions against property owners who harass tenants. THPT primarily handles matters that impact a large number of rent regulated tenants where actions by a property owner may rise to criminality.*

## How can I receive legal assistance if I'm not able to afford it?

- Free legal assistance is available to low-income tenants who are being harassed. You can call the following legal service providers for information:
  - Legal Aid Society: **(212) 577-3300**
  - Legal Services NYC: **(917) 661-4500**
  - Urban Justice Center: **(646) 459-3036**
  - New York City Tenant Protection Hotline (NYC TPH): **(917) 661-4505**, Mon – Fri, 10am – 4pm.

*NYC TPH provides legal assistance to low-income tenants being harassed by property owners trying to take advantage of zoning changes.*