



As a resident of New York City, you have certain rights.

If you've lived in the same place for 30 days or more, **you have rights**. This is true even if you don't have a lease and even if you signed papers saying that you are part of a private program.






Your rights:

- Nobody can ask or force you to leave without going through a court process.
- You have the right to electricity, heat, and hot water. It is illegal for your landlord to shut your utilities off to try to get you to leave or as a punishment.
- Nobody can evict you without a Judge's order. Then, you will receive a notice from a City Marshal or the Office of the City Sheriff.
- **If someone is locking you out, trying to make you leave, or shutting off your utilities: call 911 right away to report an illegal lockout. Then, call 311 and ask for the Tenant Helpline.**



How do I access resources and supports? For help applying or recertifying for benefits:

	<ul style="list-style-type: none"> • AccessHRA: On this website, you can sign up for certain benefits or apply for recertification. If you do not have a computer, you can download the AccessHRA app on your Smart phone.
	<ul style="list-style-type: none"> • The Tenant Helpline can help you with questions about rent, your lease, your landlord, and benefits. A specialist can help you apply to programs, discuss your options with you, and even refer you to a lawyer. Call 311 and ask for the Tenant Helpline.
	<ul style="list-style-type: none"> • Housing Quality Issues: You can also call 311 to report mold, pests, no heat, no gas, or no electricity, and the City will send someone to assist you.
	<ul style="list-style-type: none"> • Homebase: Offices across the five boroughs are available to help you apply for benefits and access services to prevent homelessness and eviction. Find a Homebase office near you: https://www1.nyc.gov/site/hra/help/homebase-locations.page.

You might qualify for these benefits or programs.

	<ul style="list-style-type: none"> • SNAP (food stamps) Check out this website for more: bit.ly/anyc-snap
	<ul style="list-style-type: none"> • Medicaid (health insurance) Check out this website for more: bit.ly/anyc-health
	<ul style="list-style-type: none"> • Fair Fares NYC (MetroCard) Check out this website for more: bit.ly/anyc-fairfares
	<ul style="list-style-type: none"> • Cash Assistance (rent, emergency funds) Check out this website for more: bit.ly/anyc-cash
	<ul style="list-style-type: none"> • Rent assistance for past missed months (arrears) <ul style="list-style-type: none"> ○ One shot deal ○ Project Parachute (Available to everyone; immigration status not asked) ○ ERAP (temporary COVID program—apply now!) Check out this website for more: https://bit.ly/anyc-erap

Additional Resources

	<ul style="list-style-type: none"> • NYC Well: NYCWell offers 24/7 crisis counseling, peer support, and referrals. Call: 1-888-NYC-Well (1-888-692-9355) Text: WELL to 65173 Chat: nyc.gov/nycwell
	<ul style="list-style-type: none"> • DOB Office of the Tenant Advocate: If you have questions about construction in your building, call 311 and ask for the DOB Office of the Tenant Advocate

