



## Supportive Housing Tenant’s Notice of Rights Template

This notice provides general information about the rights of supportive housing tenants. Supportive housing providers must provide this notice to prospective and permanent tenants:

- At the time of the interview
- At the time of initial occupancy of a unit
- At each lease or program agreement renewal
- Upon request

Supportive housing providers must read this notice to tenants that have difficulty reading and provide this notice to tenants in one of the languages listed below if their preferred reading language is included. Supportive housing providers must assist tenants with a translation service request if this notice is not translated in the tenant’s preferred language. This notice is available in the following languages: Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French and Polish. To read this notice in these languages, visit [nyc.gov/health](http://nyc.gov/health) and search for **supportive housing**.

### Tenants’ Rights

This notice is a general summary of your rights as a supportive housing tenant and does not constitute legal advice. It does not establish new rights that are not provided by law. Some of the rights described in this notice may apply to some, but not to all, of the residents living in supportive housing. Individuals are strongly urged to keep detailed written records of any housing-related issue. Call **311** and ask for the Tenant Help Line if you need more specific information.

As a supportive housing tenant, you have the right to:

1. Live free of dangerous or hazardous conditions, such as pests, leaks, mold and broken fixtures. You have the right to utilities like heat, hot water, electricity and gas.
  - a. To make a maintenance request, call your building’s maintenance team or your supportive housing provider using the contact information under “Building Information” below.
  - b. Call **311** to report any ongoing issues that have not been repaired and to request a New York City Department of Housing Preservation and Development (NYC HPD) inspection of your home.
  - c. The property owner or housing provider must provide you with a copy of their grievance procedures upon enrollment, lease renewal and when updates are made so that you know how to respond to any problems with your unit.
2. File a court case against your property owner, property manager or supportive housing provider to correct violations of NYC’s Housing Maintenance Code, including for harassment. Call **311** and ask for the Tenant Help Line, or visit your borough’s housing court, for more information.

- a. If your property owner has locked you out or is trying to make you leave your housing, call **911** right away to report an illegal lockout. Then, call **311** and ask for the Tenant Help Line.
3. A court proceeding before you can be evicted
  - a. You can receive **free eviction defense legal services**, regardless of your ZIP code or immigration status, under NYC's Right-to-Counsel law. To be connected to a free attorney, you can:
    - i. Call **311** and ask for the Tenant Help Line.
    - ii. Call the Housing Court Answers Hotline at 718-557-1379.
    - iii. Request free legal services at your first court appearance.
  - b. **Nobody can evict you without a judge's order.** You must also receive a notice from a City Marshall or the Office of the City Sheriff before you can be legally evicted.
  - c. The person or entity trying to evict you must file a petition that contains certain information described in the Real Property Actions and Proceedings Law, Section 741. To get more information about this petition, you can:
    - i. Call **311** and ask for the Tenant Help Line.
    - ii. Call the Housing Court Answers Hotline at 718-557-1379.
4. Request reasonable changes to your housing, services or both to accommodate a physical, mental health or behavioral disability, and to be protected from any discrimination in your housing
  - a. To request a reasonable accommodation for a disability, contact your supportive housing provider using the contact information provided below.
  - b. If you believe your rights have been violated, call the NYC Commission on Human Rights at 212-416-0197.
5. Receive rent receipts and request a current ledger of rent payments and rental arrears, as well as copies of annual income recertifications, leases and occupancy agreements. To request this information, contact your supportive housing provider using the contact information provided below.
6. Notify your social service provider if you wish to add others to your household (such as minor or adult children, a spouse or a domestic partner). Your provider will discuss the implications of adding others to the household, including determining if the housing is appropriate or legally permissible for additional occupants; any income eligibility limitations your housing may have, such as those imposed in Low-Income Housing Tax Credit (LIHTC) buildings; and how the rent calculation and the lease or sublease may change.
7. Join or form a group such as a tenants' association to advocate for the rights and protections of tenants without harassment, retaliation or punishment. You can hold these meetings in common areas in your building without having to pay a fee to use the space. However, advance notice should be given to the supportive housing provider.