

FAQs regarding the move of NYCHA's Office of Impartial Hearings

NYCHA's Office of Impartial Hearings (OIH) is moving to 803 Atlantic Avenue on June 14, 2019. The office will be open at this location on June 24, 2019. Scheduled hearings will begin at this location on July 8, 2019.

The new location houses a variety of social services and programs that residents from across the city already access regularly, including NYCHA's Office of Resident Economic Empowerment & Sustainability (REES).

OIH hours:

Monday through Friday, 9 a.m. to 5 p.m.

OIH phone numbers (active starting June 17):

718-218-1182

718-218-1184

Why is the Office of Impartial Hearings moving?

The OIH is moving as part of the Authority's cost-savings initiative to consolidate central office locations. The overall consolidation initiative will save approximately \$20 million annually in real estate costs.

Throughout 2019, staff from 250 Broadway, and a few other locations, will move into upgraded spaces at NYCHA's 90 Church Street, Long Island City, and 787 Atlantic Avenue offices. To accommodate the consolidation, NYCHA will occupy approximately 6,800 square feet of additional space on the ground floor of 787 Atlantic Avenue (the same building as 803 Atlantic Avenue).

When is the OIH moving?

The office will move from 250 Broadway to 803 Atlantic on June 14, 2019. It will open for business on June 24, 2019. Scheduled hearings will begin at this location on July 8, 2019.

Will hearings take place between June 14 and June 21?

The OIH will be closed for all business from June 14 through June 21, 2019. Residents with upcoming hearings that were scheduled on or after June 14 have been (or will be) mailed notices with new hearing dates at the new location. Scheduled hearings will begin at this location on July 8, 2019.

What if I don't have an appointment but need to visit the office during the move?

The OIH will be closed for all business between June 14 and June 21, 2019. However, residents may call the OIH at the new phone numbers above beginning June 17, 2019.

What if I have a hearing scheduled after June 24 and mistakenly go to 250 Broadway?

Residents who arrive at 250 Broadway after the move will be provided with directions and advised to travel to the new location. If they arrive at the new office on the same day as their scheduled hearing, appointments will be honored, and lateness will not be held against them.

What if I received a hearing notice and need to contact the attorney who sent it?

NYCHA staff handling cases in the OIH are also relocating to Brooklyn. Their new address is 787 Atlantic Ave., 2nd Floor (the same building as 803 Atlantic Avenue).

If you received a hearing notice and need to contact the attorney who sent it, you can call the number in the letter you received until September 15, 2019. After September 15, 2019, please call the Customer Contact Center at 718-707-7771 to obtain the attorney's new number in Brooklyn.

Why wasn't the OIH relocated to 90 Church Street?

NYCHA's real estate advisor, Cushman & Wakefield, explored this possibility and found that 90 Church Street, like many office buildings of that type, would not permit such significant visitor traffic.

How do I get to the new office?

There are many ways to get to the office by public transportation:

Subway

C to Clinton-Washington Avenues

G to Clinton-Washington Avenues

2, 3, 4, and 5 to Bergen Street

2, 3, 4, 5, B, D, N, Q, and R to Atlantic Avenue-Barclays Center

Atlantic Avenue-Barclays Center is the only accessible subway station near the new location; elevators are located at the southeast corner of Pacific Street and Fourth Avenue or at Hanson Place and Flatbush Avenue.

Residents using the Atlantic Avenue-Barclays stop who do not want to walk to the office from the station may transfer to the B45 on Atlantic Ave./Flatbush Ave. toward Crown Heights and get off at the Atlantic Ave./Vanderbilt Ave. stop or take the B65 on Dean St./4 Ave. toward Crown Heights and get off at the Dean St./Vanderbilt Ave. stop.

Bus

B25, B26, B45, B52, B65, and B69

Rail

LIRR to Atlantic Terminal

This LIRR station stop is connected to the Atlantic Avenue-Barclays Center station. See information above.

For further public transportation directions to the new OIH office, visit the MTA website (<https://new.mta.info/>) or call 511 (the MTA's customer service information line) and say, "Plan a Trip."