A Home to Be Proud Of

A handbook for residents
A Home to Be Proud Of

A translation of this document is available online at www.nyc.gov/nycha.

La traducción de este documento está disponible en Internet en www.nyc.gov/nycha.

房屋局網站 (網址：www.nyc.gov/nycha) 備有文件譯本可供索取。

Перевод этого документа находится на интернете www.nyc.gov/nycha.
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IMPORTANT CONTACT INFORMATION

PROPERTY MANAGEMENT OFFICE
Monday-Friday, 8:30 a.m.-4:30 p.m.
( ) ________________________

CUSTOMER CONTACT CENTER
24 Hours, 7 Days a Week
(718) 707-7771

MyNYCHA (Submit Repairs Online)
https://my.nycha.info/MyNYCHA/

HOUSING BUREAU POLICE
Your Local Police Service Area (PSA)
( ) ________________________

NYC POLICE DEPARTMENT
Your Local Precinct #
( ) ________________________

POLICE EMERGENCIES, CALL 911

NEAREST HOSPITAL
Name
( ) ________________________

NEAREST FIRE STATION
( ) ________________________

COMMUNITY CENTER
Name
( ) ________________________

FOR ALL NON-EMERGENCY CITY SERVICES, CALL 311

nyc.gov/nychachoice
ABOUT YOUR APARTMENT

MEET THE STAFF
The Property Manager and Property Maintenance Supervisor oversee staff responsible for maintaining your homes, property grounds, and buildings.

PROPERTY MANAGER
Your Property Manager is responsible for the overall operation of your development.

ASSISTANT PROPERTY MANAGER
Some Property Management Offices have an Assistant Property Manager, who helps the Property Manager with day-to-day management duties.

HOUSING ASSISTANT
Housing Assistants are responsible for rent collection, recording changes to income or family composition, annual income certification, and complaint resolution. Generally, you will have a Housing Assistant assigned to you who can assist you with any non-repair issues.

ADMINISTRATIVE STAFF
Secretaries, Clerical Workers, and Receptionists assist with answering basic questions, accepting paperwork, and directing incoming calls.

PROPERTY MAINTENANCE SUPERVISOR
Property Maintenance Supervisors and their staff ensure that apartments, grounds, and buildings are kept in good condition and that the development’s public spaces are kept clean, functioning, and attractive. At some properties, the Property Maintenance Supervisor is assisted by an Assistant Property Maintenance Supervisor.

CARETAKER
Caretakers are responsible for keeping the development clean. Tasks include cleaning floors and walls, taking care of garbage disposal, and ensuring grounds are maintained.

OTHER PROPERTY MANAGEMENT STAFF
Other NYCHA team members include Maintenance Workers, who are trained to make basic repairs in your apartment. Heating Plant Technicians (HPT) keep the heating plants working to ensure heat and hot water services remain in operation.

Other repairs are made by vendors or NYCHA skilled trades staff, which includes carpenters, painters, plasterers, plumbers, and others.
YOUR FIRST LOOK
As a new resident, you are entitled to a pre-occupancy inspection of your new apartment, with your Housing Assistant or another property management representative, in order to identify items and conditions that may need repair and avoid future charges for them.

Make sure to inspect your apartment as soon as you get the keys. Your apartment should be in good condition, but if you see anything that is missing or in need of repair, please notify the Property Management Office immediately.

APARTMENT REPAIRS
When repairs are needed, call the Customer Contact Center (CCC) at (718) 707-7771 or download the MyNYCHA App (available for Android & Apple devices) to create and manage your work tickets.

For emergencies, residents can call the CCC 24 hours a day, 7 days a week.

ROUTINE MAINTENANCE REPAIRS
Residents will be offered the next available appointment date to have the repairs completed.

EMERGENCY REPAIRS
NYCHA does not schedule appointments for emergency repairs such as elevator breakdowns, floods, or lack of heat or hot water. Based on the type of emergency and availability of staff, the authority has a target first response within 24 hours for emergency calls.

If the emergency is reported outside regular business hours (8:30 a.m.-4:30 p.m., Monday to Friday), NYCHA staff will be dispatched to address the emergency. Once the issue is stabilized, repairs are referred to the development staff for follow-up action on the next business day.

PROVIDING ACCESS
For any scheduled repairs, you or someone over 18 years old must be in the apartment at the time of your scheduled appointment to allow NYCHA staff to make the repairs. If the repair might impact your safety or the safety of your neighbors, we may need to access your apartment without a scheduled appointment.

NYCHA retains the right to enter any apartment to perform any essential work or to investigate any violation of rules. Unless there is an emergency such as a fire, gas, or water leak, we normally will enter your apartment only with your permission. Failing to provide staff with access can result in administrative action to terminate tenancy for breach of rules and regulations. Check your lease for a complete list of these rules and regulations or turn to page 8 of this handbook for an abbreviated version, under the section entitled “Rent and Conditions of Occupancy.”
NYCHA BUILDING ENTRANCES
Some of NYCHA’s building entrances are equipped with additional security features such as intercoms and/or closed-circuit TV (CCTV) cameras. As a resident, we ask that you assist with ensuring these security features are used properly, or that a malfunctioning unit is reported promptly. Help us keep you and your neighbors safe; make sure that doors are closed properly and only known and authorized visitors are admitted into the building. Do not prop a door open.

LAYERED ACCESS
NYCHA upgraded the lobby entrances at some developments with magnetic door locks. These new locks do not require metal keys; you and authorized household members are provided with a small, round key fob to unlock entrance doors.

You may request an additional key fob for any new authorized family members. Should you or another authorized family member lose a key fob, you must inform the development’s Property Management Office immediately. Like a metal entrance key, you will be charged for the lost or stolen key fob and then issued a replacement. The lost or stolen key fob will be deactivated, rendering it useless for entry into your building.

INTERCOMS
The majority of NYCHA’s buildings are equipped with entryway intercoms. Intercoms are a two-way communication system from the front entry into individual apartments. Intercoms currently being installed ring directly on your telephone (landline or mobile, whichever number you provide) and allow you to provide entry to your authorized guests.

As with the lobby doors, please notify the development’s Property Management Office if your intercom is not working, and create a work order by calling the Customer Contact Center (CCC) at (718) 707-7771 or by using the MyNYCHA App.

APARTMENT DOOR LOCKS
The front door of your apartment has been equipped with a lock (“bottom lock”). NYCHA does not allow tenants to replace this lock; however, you may buy an additional lock. You will be responsible for its installation, care, and maintenance. In case of an emergency, NYCHA reserves the right to break the lock in order to gain entry. NYCHA is not responsible for replacing any tenant-installed locks.

nyc.gov/nycha
SELF-CLOSING DOORS
New York City law requires that any door which opens into a hallway, apartment, stairway, or other common passageway (enclosed or open) must be self-closing; that is, when opened and released, the door must swing shut and completely close and latch by itself. Self-closing apartment entrance doors help to prevent the spread of fire. Residents are prohibited by law from removing or disabling any self-closing door or permitting such a door to be held open by any device. There are no exceptions to this requirement.

Any carpet or mat that stops the self-closing mechanism should be cut away in the area of the door’s swing. The apartment door will be inspected periodically to ensure that it closes properly.

If your apartment door fails to close and latch by itself, please contact the Customer Contact Center at (718) 707-7771 or use your MyNYCHA App to report it. A work order will be created so the door can be repaired.

All apartment entrance doors must have the “Fire Safety Notice” sticker affixed on the inside of the door.

WINDOW GUARDS AND STOPS
The New York City Health Code requires that NYCHA install window guards in every NYCHA apartment where children who are 10 years old or younger live, or at the request of a resident. You should also consider having window guards installed if young children regularly visit your apartment.

Window guards may only be removed when air conditioners are installed permanently in their place.

FIRE ESCAPES
If your apartment has a fire escape, keep the windows leading to it clear of any objects that might obstruct you from exiting. Make sure that the window gates are in good working condition and that everyone in your household knows how to open them. Fire escape gates should be Fire Department-approved; the padlock-type gate is prohibited. Please contact the Customer Contact Center at (718) 707-7771 or use your MyNYCHA App for any issues concerning fire escapes or window gates.

SMOKE DETECTORS & CARBON MONOXIDE DETECTORS
New York City law requires that all apartments be equipped with a smoke detector, and in most cases with a carbon monoxide (CO) detector. NYCHA is installing detectors that protect against both, and no longer require changes in batteries. These detectors should last 10 years. Once a smoke detector has been installed in your apartment, you are responsible for periodically inspecting and testing it to determine that it is in working order. If the detector is not working, you should contact the Customer Contact Center at (718) 707-7771 or use your MyNYCHA App.
to create a work order for a replacement. If a smoke detector must be replaced due to intentional damage, a $10 fee will be charged to your account.

If your detector goes off, determine whether it is your smoke alarm or CO alarm. You can silence the detector by pushing the reset/silence button, then open windows, check on the rest of your household members (including pets), and call 911.

NEVER USE YOUR STOVE FOR HEATING AS THIS CAN INCREASE THE RISK OF CO POISONING.

INSTALLATION OF TELEPHONES
You must make all of your telephone arrangements directly with the telephone company of your choice.

ANTENNAS AND SATELLITE DISHES
Installation of cable television, which is available in virtually all NYCHA developments, is the responsibility of the resident.

NYCHA residents are prohibited from installing a satellite dish or any other antenna that might be attached to window frames, window guards, or the brickwork on the exterior of the building. Satellite dishes are only allowed inside a resident’s apartment. Roof antennas are not permitted. However, a master TV antenna may be available at your development. Contact your Property Management Office for details.

EXTERMINATOR SERVICE
If you experience any problem with roaches, mice, rodents, or bed bugs, you must call the Customer Contact Center as soon as possible at (718) 707-7771 or use your MyNYCHA App.

You should never use any fogger-type aerosol bug sprays in the apartment.

WASHING MACHINES AND DRYERS
Residents who wish to install a washing machine in their apartment must obtain management’s written approval. Residents will receive a copy of NYCHA’s washing machine installation instructions, which must be followed, and the amount of the monthly recurring charge that will be added to the rent.

Some common problems that can occur as a result of an improperly installed washing machine are a reduction in hot water service and/or hot water gushing out of the cold-water faucet.

Residents should use low-suds detergents, both for the efficient operation of the machine and to avoid soap backups into either your or your neighbor’s apartment.

No gas or electric clothes dryers are permitted. Residents who hang laundry in their apartment
to dry should keep apartment windows open to reduce the possibility of creating an environment for mold to grow.

**PARKING FACILITIES**
Many NYCHA developments have parking facilities on the property. Parking spaces are rented annually for use by authorized residents and non-residents who obtain a parking permit sticker. Illegally parked vehicles on NYCHA properties can be summoned, ticketed, or towed at the owner’s expense. NYCHA’s parking facilities are either reserved (the lot and space number are assigned to each renter) or non-reserved (parking is available on a first-come, first-served basis). However, NYCHA is converting all parking lots to reserved lots.

For information on parking availability, fees, and the application process, you can contact your Property Management Office, visit NYCHA’s website at [www.nyc.gov/nychaparking](http://www.nyc.gov/nychaparking), or call customer service at **(212) 268-9418**. NYCHA will not assume any responsibility for any automobile parked on NYCHA property. The duplication or misuse of parking permits may lead to the revocation of the parking permit and/or termination of tenancy proceedings.

**LOCKED OUT?**
If you lose your apartment door key and are locked out of your apartment during regular business hours (8:30 a.m.-4:30 p.m.), call the Customer Contact Center to create a work order. Once the work order is generated, the lessee, with proper identification, must go to the Property Management Office to sign the work order. This provides staff with authorization to drill and change the NYCHA lock, if necessary. There will be a $47.25 charge to the resident’s account for the new lock and keys. At the request of the lessee, NYCHA will drill out resident-installed locks, but is not responsible for replacing them.

If you are locked out after business hours (4:30 p.m.-8:30 a.m. and weekends), please contact the Customer Contact Center, which will respond provided the resident is willing to pay a $50 fee in addition to the $47.25 fee mentioned above. Alternatively, residents may call a locksmith. Special accommodation will be made for seniors and disabled residents who are locked out after hours.

**BARBECUING AREAS**
Some NYCHA developments have picnic/barbequing areas for use by residents from May 1 to September 30 between the hours of 10:00 a.m. and 8:00 p.m. Authorization to use these areas must be obtained from your Property Management Office by filling out the “Request to Use Picnic Area” form and submitting it to the Property Management Office at least 10 days in advance of the requested date.

Upon approval of the request, you will receive a picnic area key and a copy of the approved request on the day of the picnic if it is held during the week. If the picnic is on a weekend or holiday, you will receive the key on the business day before the picnic. The picnic area key must
be returned the first business day following the picnic.

If your request is approved, on the day of your event:

- Keep the approved “Request to Use Picnic Area” form with you during your picnic.
- Use only permanently installed charcoal grills (open/campground fires are not permitted).
- Keep the picnic area gates open.
- Ensure that minors are supervised and that guests conduct themselves appropriately.
- Serve only non-alcoholic beverages (alcohol is not permitted).
- Connect a garden hose to the water spigot or keep a large pail of water near the grill.
- Make sure that an adult supervises every grill continuously, from the time it’s lit until extinguished.
- Clean the picnic area after using and dispose of charcoal in the proper receptacle.
RENT AND CONDITIONS OF OCCUPANCY

YOUR SECURITY DEPOSIT
All new residents are required to pay a security deposit before moving into public housing. Your security deposit earns interest, and each year the interest earned is credited to your account with February’s rent. Public assistance recipients may submit the Human Resources Administration (HRA) Security Agreement instead of a cash security deposit.

HOW RENT IS DETERMINED
Rent for public housing residents is determined annually during each household’s recertification process. After reviewing the household composition, income, assets, and expenses listed in the Public Housing Affidavit of Income, NYCHA sets the household’s rent at either 30 percent of the household’s adjusted gross income or the flat rent, whichever is lower. Some tenants may have additional charges (for example, fees for a washing machine or air conditioners) or credits (for example, a utility allowance) added or subtracted from the rent calculation.

If your family size or income changes during the year, the rent may be adjusted. Speak to your Housing Assistant for more information.

Note on Pro-Rated Rent for Immigrants with Non-Eligible Status: The U.S. Department of Housing and Urban Development requires NYCHA to prorate assistance for families that include members who are citizens or have eligible immigration status and members who do not have eligible immigration status (or elect not to disclose eligibility status). The amount of assistance is based on the percentage of household members who are citizens or documented eligible immigrants.

RENT DUE DATE
Rent is due on the first day of each month and is considered late if paid after the fifth business day. Residents receive a “Monthly Billing Statement” with a tear-off coupon called a “Remittance Slip” indicating the amount of rent owed as well as any additional charges. Residents are reminded that failure to pay the rent when due can lead to NYCHA terminating the tenancy in a nonpayment action or administrative action for chronic rent delinquency. Therefore, if you are having trouble paying your rent, speak to your Housing Assistant.

8 WAYS TO PAY YOUR RENT
Paying your rent on time is the most important thing you can do every month to support the essential services and amenities in your development. Residents who do not pay their rent on time are subject to legal fees and possible eviction.

nyc.gov/nychca
The following rent payment options are available:

1. E-payment on NYCHA’s website: Use a computer with an e-check by going to NYCHA’s website at www.nyc.gov/nycha.

2. Your bank’s website: If you already pay your bills online, you can add NYCHA as a payee to your bank account.

3. By phone: Call NYCHA’s Phone Payment System at (866) 315-6355.

4. Authorized bank or credit union: Certain authorized bank branches or credit unions. A list can be obtained at your Property Management Office.

5. By mail: Mail your check or money order to:

   New York City Housing Authority
   Lock Box Unit
   P.O. Box 11834
   Newark, NJ 07101-8133

6. Payroll deductions: Residents who are City of New York employees may be eligible to participate in NYCHA’s Automatic Payroll Rent Deduction Program and have your rent automatically deducted from your paycheck.

7. Human Resources Administration (HRA): HRA may pay your rent if you receive public assistance or a special grant. If your payments are sent directly to NYCHA by HRA, you only need to review the Monthly Billing Statement to be sure that the previous month’s payment was received and that no other charges are due. Any additional charges should be submitted with your check or money order along with the Remittance Slip.

8. Authorized Third-Party Payers (who make payments on behalf of a resident): NYCHA can send monthly billing statements directly to a guardian or caregiver of a senior or disabled resident.

You can contact your Property Management Office or visit NYCHA’s website at www.nyc.gov/nycha for any questions or information regarding the rent payment options, locations, and fees.

ANNUAL INCOME REVIEW

NYCHA is required by the U.S. Department of Housing and Urban Development to reexamine every tenant’s family composition and income every 12 months. Accordingly, each year residents are required to submit a complete annual review packet (Occupant’s Affidavit of Income), along with the required supporting documentation, to NYCHA by the specified due date. Residents can now complete their annual review online, from any computer. Visit https://selfserve.nycha.info for easy, 24/7 access to a variety of NYCHA-related transactions, including your annual review. Your information remains private and protected.

After a Housing Assistant’s review, he/she may request additional information and/or supporting
documents to determine the proper rent. Failure to verify income and family composition every 12 months by the specified deadline may result in administrative action to terminate tenancy for non-verifiable income. In addition, failure to complete the annual recertification process in a timely manner may result in the resident having to pay a retroactive charge if the new rent includes an increase. If the new rent is a decrease, it will only be applied to the date when all the required paperwork has been submitted.

Therefore, it is very important that all residents, each year, make the completion and submission of the annual income review information a priority.

INCOME AND FAMILY COMPOSITION
Any changes to family income should be reported to your Housing Assistant within 30 days of the change. This will ensure that if you qualify for a rent reduction, an adjustment is processed in a timely manner.

Some examples of changes in income include:

- If you start or stop receiving public assistance; or
- The loss or addition of a full-time, employed member of your family; or a family member who becomes unemployed for two months or longer.

Similarly, the law requires you to inform us of any changes in your family composition, such as births, deaths, or any other changes to the number of household members. Keep in mind that family composition determines the appropriate apartment size for your family.

REQUEST TO PERMANENTLY ADD A FAMILY MEMBER
Only the tenant (lessee) can make a request to add a person as an authorized family member. There are three ways a person can qualify to become an authorized family member:

1) **Original Family Member:** The person was one of the original family members named on the application at the time of the initial rental.

2) **Family Growth:** The person is a family member added through birth, adoption, or court-ordered guardianship.

3) **Permanent Permission:** The person added must be one of the following relationships to the tenant (lessee): spouse/registered domestic partner; sibling/half-sibling; parent/step-parent; grandparent; mother/father-in-law; child/step-child; daughter/son-in-law.

If you want to add someone to your permanent family composition, you must:

- Make the request by completing and signing NYCHA Form 040.297D, “Request to Add a New Household Member (Permanent/Temporary)”. You can get this form at your Property Management Office, and online for those completing an online annual review;
• Currently reside in the apartment;
• Be current in rent payments;
• Not be in violation of any NYCHA rules or regulation; and
• Not have a pending termination of tenancy proceeding.

REQUEST TO TEMPORARILY ADD A HOUSEHOLD MEMBER
If you wish to temporarily add a relative or other person into your home for any period up to one year, you must submit NYCHA Form 040.297D, Request to Add a New Household Member (Permanent/Temporary). If your request is approved, any additional income received by this person is not added to your total family income when determining your rent.

COMMUNITY SERVICE
In accordance with the Housing Act of 1998, certain public housing residents must complete eight hours a month of community service or economic-self-sufficiency participation as a condition of their tenancy. Community service is unpaid service to any group, organization, or entity that provides services or opportunities. The community service requirement can be met by volunteering with NYCHA or for federal, state, or municipal agencies or for community- or faith-based organizations. Prime examples of community service are the thousands of residents who volunteer for Resident Watch or parents who provide assistance at their local school.

Economic self-sufficiency refers to programs that NYCHA and others offer to help residents gain employment and become financially self-sufficient. It also refers to programs that assist residents with drug or alcohol rehabilitation. Services provided by these programs include training on financial management, job readiness, and counseling.

You can find community service opportunities by calling 311 or visiting:

• NYC Service - www.nycservice.org; or
• The Volunteer Match database - www.volunteermatch.org.

Residents who must perform community service may also choose a community service provider that is not on these databases.

In order to be given credit for the performance of community service, someone at the organization for which you perform the service must fill out and sign the Community Service Performance Verification form (available from a Housing Assistant). Once the form is completed, you should keep a copy and return the original to your Property Management Office. Residents should discuss their concerns with their Housing Assistant to confirm whether or not they must perform community service.
COMMUNITY SERVICE EXEMPTIONS

Community service applies to every household member; however, there are exemptions which excuse the resident from the performance of community service during the one-year lease term (unless the exemption is permanent).

Exemptions That NYCHA Can Verify with Pre-Existing Data (Automatic):

1. Age – younger than 18
2. Age – older than 60 (permanent exemption)
3. Employed – a single adult with no child younger than 13 in the household and earning at least $8,034 per year or working a minimum of 30 hours per week
4. Employed – a single-adult family with at least one child younger than 13 in the household and earning at least $5,356 per year or working a minimum of 20 hours per week
5. Employed – a two-adult family with at least one child younger than 13 in the household; both adults must work and together must earn at least $9,373 per year or together both must work a minimum of 35 hours per week on average
6. Disability Income - receiving Supplemental Security Income (SSI)
7. Public Assistance - an individual receiving welfare or included in a family welfare budget

Exemptions That Can Be Granted with Signed Exemption Verification Form and Documentation include, but are not limited to:

1. Blind/disabled (a permanent exemption will be granted only if the blindness or disability is certified as permanent by a doctor)
2. Receiving Social Security Disability Insurance (SSDI)
3. Primary caretaker for the blind or disabled
4. Vocational educational training (available only one time per any resident)
5. Job skills training directly related to employment (the resident might not be employed currently, but employment may be dependent on successful completion of job training)
6. Education directly related to employment, in the case of an individual who has not received a high school diploma or a certificate of high school equivalency (the resident might not be employed currently, but employment may be dependent on successful completion of job training)
7. Satisfactory attendance at secondary school or higher
8. Satisfactory attendance in a course of study leading to a certificate of general equivalence, if the resident has not completed secondary school or received such a certificate
9. Work experience (including work associated with the refurbishment of publicly assisted housing) if sufficient private-sector employment is not available (e.g., Youthbuild)
10. On-the-job training
11. Job search and job readiness assistance – not to exceed six weeks during any lease year – including:
   - Training in job-seeking skills
- Training in the preparation of resumes, job applications, or interviewing skills
- Participating in a job club
- Other related activities that may assist an individual in securing competitive employment

12. Child care provider to a NYCHA resident age 5 or younger, if the child’s parent is also a NYCHA resident and:
   - Is performing community service, or
   - Is exempt by NYCHA from performing community service because the parent is employed

13. A child age 6 through 12 may also qualify you if the child does not attend school due to home schooling or home instruction or is exempted by a school from attending for that year

**EVICATION AND TERMINATION OF TENANCY**

Though the most common cause of eviction is failure to pay rent, a tenancy may also be terminated when a resident or a member of a resident’s family engages in prohibited conduct, such as:

**Misrepresentation**

Failure to provide true and complete information or willful misrepresentation of any material fact relating to eligibility for admission, continued occupancy, or the amount of rent to be paid.

**Breach of Rules and Regulations**

- Failure to occupy the correct size apartment
- Failure to provide satisfactory verification of family income
- Subletting or transfer of possession of an apartment for use by a person or persons other than the tenant of record or authorized household members
- Chronic rent delinquency
- Poor housekeeping
- Failure to comply with NYCHA’s pet policy
- Conduct or behavior that presents a danger to the health and safety of neighbors or NYCHA employees
- Behavior that damages NYCHA property or poses the threat of damage
- Behavior that is considered to endanger the peaceful occupation of other residents
- Sexual or moral offenses
- Common-law nuisances
- Residents and their families can also be evicted for drug activity on or off of NYCHA’s grounds, or under the Bawdy House Law for illegal drug trade or activity on NYCHA premises. Residents are responsible for the conduct of all visitors, family members, and guests to their apartments. Loitering and consumption of alcoholic beverages in public spaces is prohibited.
**THE EVICTION PROCESS FOR FAILURE TO PAY RENT**

If you are behind in your rent and have taken no positive steps to resolve the problem, NYCHA may seek your eviction in landlord/tenant court. If the court determines that you must pay your rent or move and you do neither, a warrant will be issued from the court and the City Marshal will serve a Notice of Eviction (“72-hour notice”). You can still make arrangements to pay the rent before the warrant is served; however, once the warrant is served, the eviction process will move forward. If you decide to move out on your own accord, keep in mind that you will continue to be responsible for unpaid rent.

This experience can be avoided. Should personal problems or financial hardships impact your ability to pay the rent, you should go to your Property Management Office first; if necessary, seek public assistance from the New York City Human Resources Administration. If you need assistance with budgeting, NYCHA Family Partnerships Department staff may be able to obtain help for you.

**THE EVICTION PROCESS FOR CRIMINAL ACTIVITY & OTHER TERMINATION OF TENANCY CASES**

The eviction process can be applied to any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the development, any violent or drug-related criminal activity on or off NYCHA grounds, any activity that results in a felony conviction, and other charges, such as for non-desirability, chronic rent delinquency, or a breach of the rules. Except where criminal activity is involved, you will usually be given an opportunity to discuss the matter with your Property Manager to see if the problem can be resolved. If a resolution is not achieved, the case will be forwarded to NYCHA’s Law Department, where an administrative hearing before an Impartial Hearing Officer will be scheduled.

An Impartial Hearing Officer acts as a judge, weighing the facts and deciding on the merits of the case. If the Impartial Hearing Officer does not find in the resident’s favor, the recommendation will be to terminate tenancy. The Hearing Officer’s decision is final. The case is referred to landlord/tenant court, which may issue a warrant and have the City Marshal serve a Notice of Eviction (“72-hour notice”). You can avoid this process by ensuring that you, the members of your household, and all household guests comply with all NYCHA rules and regulations.

Certain cases involving illegal drug activity can be fast-tracked by going directly to landlord/tenant court under the Bawdy House Law.

**CONDITIONS OF OCCUPANCY**

“Conditions of occupancy,” “rules and regulations” – they can be called different things, but they are building blocks to a good resident/landlord relationship. Conditions of occupancy include:

- Residents are not permitted to sublease or transfer possession of their apartments.
Residents are not permitted to use their apartments for any purpose other than as a residential dwelling without prior approval by the Property Management Office, except that residents may engage in legal and permissible profitmaking activities incidental to the primary use of the apartment as a residence, in compliance with NYCHA’s home business policy.

Boarders or lodgers are not permitted.

Please keep your apartment and any other area that is assigned exclusively for your use in a clean, sanitary, and safe condition.

Dispose of all garbage in a sanitary, safe, and lawful manner and comply with recycling rules (see page 21).

Please do not shake mops or hang anything outside your apartment windows to air.

Check with your Property Management Office if you are considering any major redecorating or alteration to your apartment, since you will be held responsible for any resulting damage. Residents are not allowed to alter their apartments or add any fixtures or fittings in their apartments without prior written consent.

Doormats are tripping and fire hazards and are not permitted outside your apartment door. However, you may keep them inside your apartment.

No resident is allowed on development roofs at any time.

For safety reasons, do not clean your windows from the outside.

Residents are permitted to install the following appliances: washing machines, dish washers, air conditioners, microwave ovens, refrigerators (up to 18 cubic feet), and freezers (up to 12 cubic feet). Each resident is allowed only one refrigerator and one freezer. Electric or gas clothes dryers are not permitted. Before installing any major appliance, including air conditioners, you must obtain written permission from your Property Management Office. The Property Management Office will advise you regarding installation and charges for additional consumption of electricity and/or water.

Residents may not place any sign or notice of any kind in their windows, in development buildings, or on development grounds.

Keep radios, stereos, and television sets turned low after 10:00 p.m. on Sunday through Thursday and after 11:00 p.m. on Friday and Saturday. Sounds from these devices should not be heard outside your door, and speakers should not be put on windowsills.

Cooperate with NYCHA’s efforts to comply with all applicable laws, rules, and regulations concerning the installation and maintenance of smoke/carbon monoxide (CO) detectors, window guards, and fire safety notices.

Only allow people that you know in through the main entrance of your building. If you do not know who is ringing your buzzer, do not respond.

It is illegal to operate motorized scooters, mini-bikes, dirt bikes, or motor-assisted bicycles
on sidewalks, public streets, or highways anywhere in New York State. It is also illegal to store gasoline in an apartment and, therefore, keeping a gas-powered vehicle of any type in an apartment is prohibited.

- For the safety of all residents, bicycle riding is prohibited on walkways and sidewalks surrounding the development and within the grounds.

**NYCHA PET POLICY**

A household may own either one dog or one cat. There is a size limit for dogs. Dogs that are expected to weigh more than 25 pounds when full grown, based on a veterinarian’s estimate, are not permitted. Specifically prohibited dogs (full breed or mixed) include Doberman Pinchers, Pit Bulls, and Rottweilers. However, exceptions will be made for service and assistance animals.

Dogs and cats must be registered with NYCHA. Proof of vaccination and proof that the cat or dog has been spayed or neutered must be provided.

Dogs must always be kept on a leash, six feet long or less, while in a public area, such as lobbies, elevators, and development grounds. Animals that are vicious or threatening are forbidden. Residents can call **311** to report vicious or threatening dogs within their development.

Pets cannot create a nuisance, create unsafe or unsanitary conditions, cause harm or threaten other people, or damage any property. Pet owners must clean up after their pets and dispose of pet waste with household trash. It is important not to flush pet waste down the toilet.

In addition, pets are not allowed to enter a “pet-free zone.” Signs in the development indicate where the “pet-free zones” are. These areas include Property Management Offices, playgrounds, community centers, laundry rooms, basement areas, and picnic areas.

Reasonable quantities of other pets such as small caged birds (parakeets, canaries), fish, and small caged animals (hamsters, gerbils, and guinea pigs), maintained in accordance with the New York City Health Code, are permitted. NYCHA does not require registration of these pets.
CRIME AND SAFETY

THE NYPD’S HOUSING AND PATROL BUREAUS
The Housing Bureau is the division of the New York City Police Department (NYPD) responsible for maintaining safety in NYCHA developments. Officers from the Housing Bureau and, in the case of Staten Island and some other borough developments, from NYPD’s Patrol Bureau, are assigned from one of nine Police Service Areas (PSA) located throughout the five boroughs.

At the beginning of this handbook, there is a space for your local PSA’s telephone number and address. With this PSA number, 911, and your local NYPD precinct’s number filled in, you will be able to respond quickly to any safety concern. Remember, call 911 in case of an emergency. Call your local PSA or precinct for routine matters.

SAFETY AND SECURITY UNIT
NYCHA places a high priority on the safety and quality of life of our residents. We aggressively target drug users and drug dealers with every resource available, and enlist the aid and support of many of your neighbors.

One of NYCHA's strategies for promoting resident safety is to bring administrative actions against tenants based on dangerous conduct, including violent crime and drug dealing, by the tenant or members of the household. Individuals who pose a threat to the safety of the NYCHA community may be permanently excluded from an apartment, banned from all NYCHA property, or in some cases evicted. Please notify your Property Management Office if you see anyone who has been permanently excluded or banned from NYCHA.

NYCHA’s Special Investigations Unit makes periodic visits to ensure compliance with the provisions of the permanent exclusion stipulations. If you suspect drug activity on NYCHA property, please call either of these numbers: the NYCHA Safety and Security Unit at (212) 776-5070 or the NYPD’s Drug Hotline at (888) 374-DRUGS. All calls are confidential.

RESIDENT WATCH
For over 40 years, thousands of residents have volunteered their time to enhance the safety and security of their communities through the Resident Watch program (formerly Tenant Patrol). By patrolling their development, resident volunteers help make their homes safer and more secure while building communities and fostering pride in their development. NYCHA strongly encourages resident volunteers to:

- Form Lobby, Roving, or Youth Watch Groups within the Resident Watch Initiative.
- Work with your Property Manager to create a safe and supportive environment for yourself, your family, and your neighbors.

To join Resident Watch at your development, contact your Property Management Office.

nyc.gov/nycha
EMPLOYEE ID CARDS
Every NYCHA employee is required to carry an identification (ID) card and to display it when visiting a resident. If the employee does not display an ID card, it is your right to ask to see it. Do not feel that you are being rude in asking to see the card. An official NYCHA employee will provide proper identification. If the employee cannot present an ID card, do not admit that person into your apartment.

In addition to the employee’s name and photograph, the ID card should have an authorization sticker for the current year. Before admitting anyone into your apartment, be sure that the ID you are looking at contains these three features.

SPEAK OUT AGAINST CRIME, FRAUD, AND CORRUPTION!
If you are aware of crime, fraud, or corruption being committed by NYCHA employees, contractors, vendors, or residents, we urge you to contact the NYCHA Inspector General’s Office. We have investigators available to take your complaint in person or on the telephone Monday through Friday, 9:00 a.m. to 5:00 p.m.

Anonymous complaints are accepted. Please contact:

Office of the Inspector General
250 Broadway, 8th Floor
New York, NY 10007

Phone: (212) 306-3355
Fax: (212) 306-6484
E-mail: nycha_oig@nychac.gov
MOVING OUT

REQUIREMENTS
Residents who are moving out are required to:

• Visit the Property Management Office and inform the Housing Assistant.
• Complete and sign a “Notice to Vacate” form.
• Give at least 30 days’ notice. If you do not give the required notice, you may be charged for up to 30 days from the time you give notice or until the apartment is rented.
• Return all of your building and apartment keys to the Housing Assistant and leave the apartment clean.
• Remove resident-owned appliances such as refrigerators, washers, and freezers. If not, charges will be assessed.
• Residents are entitled to an apartment inspection with management staff prior to moving out to identify any items for which they will be responsible.

MOVING HOURS
Moving hours are Monday through Friday from 9:00 a.m. to 5:00 p.m. Before moving in or out, you must obtain a NYCHA Moving Permit, at no charge, from the Property Management Office. This permit must be displayed on the dashboard of any vehicle being used for the move. This includes moving in, moving out, or transferring. Trucks and other vehicles are not permitted on development sidewalks.

DAMAGE CHARGES
Once you move out of your apartment, it should be left in the best possible condition. You will be charged for any damages beyond reasonable wear and tear. While you are living in your apartment, you will be charged for the cost of repairing any damage caused by negligence. The amount will be added to your next rent payment.

Check with your Housing Assistant before undertaking repairs or major redecorating in your apartment to avoid problems down the road. The apartment should be left in the same condition as it was when you moved in.
WORKING IN PARTNERSHIP

Ever since NYCHA was established, residents and NYCHA employees have worked together to create communities to be proud of, comprised of people who care for and respect each other’s rights and property.

With your help, the strength of community that exists now, and NYCHA’s ability to provide services, will continue to thrive.

ELEVATORS

To help ensure prompt elevator service and avoid breakdowns and accidents, we ask for your complete cooperation. Here is how you can help keep your elevator system in good working order:

- Do not overcrowd or hold elevator doors open for extended periods of time. If a car stalls between floors, press the emergency button and keep calm. Help will be on the way immediately.
- Teach your children the rules of elevator safety and never allow young children to ride unsupervised.
- If an elevator is out of order, please call the Customer Contact Center at (718) 707-7771.
- Report all incidents of elevator vandalism to your Property Management Office, Resident Association, Resident Watch, or local Police Service Area.

GARBAGE DISPOSAL

Compactors are the machines that compress trash after it is deposited in the hoppers located on each floor. Your cooperation in disposing of trash properly and neatly helps keep NYCHA buildings safe, clean, and free of rodent and insect infestation. Here are some rules to follow:

- Use small bags to dispose of garbage. Only throw non-recyclable trash into the hopper that will slide down easily; don’t force it. Never place burning materials into the hoppers.
- Don’t pour cooking oil into the sink. Put it in a sealed container and throw it in the hopper.
- Anything too large for the hopper should be taken to the designated bulk pick-up area identified by your development.
- Do not dispose of any trash in hallways, stairways, elevators, lobbies, or rear exits.
- If at all possible, please place your garbage in the hopper between 9:00 a.m. and 3:00 p.m.
RECYCLING
Recycling helps us conserve natural resources (e.g., trees, oil), prevents usable materials from being wasted, and improves the safety and cleanliness of our environment. By recycling, NYCHA plays an important role in helping the City achieve its goal of sending zero waste to landfills by 2030.

Bring your recyclables to the outdoor recycling containers. Recycling containers are clearly labeled and show which recyclable materials should be placed inside. Place non-recyclable waste in trash chutes and bring large objects to designated locations. Signs posted above each trash chute provide information about proper waste disposal. Please visit the NYCHA Recycles! website (on.nyc.gov/nycharecycles) for more information.

The following materials should be deposited in the green recycling bin:

- **Paper and cardboard**, including flattened boxes. If you can rip it, you can recycle it. **NO** hardcover books or food-soiled or waxed paper.

The following materials should be deposited in the blue recycling bin (empty and rinse them before recycling):
- **Metal** – cans, foil, and anything mostly metal. **NO** batteries.
- **Glass** – bottles and jars only. **NO** light bulbs, drinking glasses, windows, or mirrors.
- **Plastic** – all rigid plastics. **NO** bags, wrappers, flexible pouches/tubes, or foam.
- **Cartons** – milk, juice, soup, wine, etc.

For more information on what to recycle, visit on.nyc.gov/what-to-recycle or go to your development’s management office for print materials.

Help keep your community clean and green by becoming an Environmental Ambassador! Environmental Ambassadors are NYCHA residents who are trained by GrowNYC to become community recycling experts. After completing two recycling workshops, Environmental Ambassadors conduct 12 hours of local outreach at their development to encourage their neighbors to participate in the NYCHA Recycles! program. For more information about becoming an Environmental Ambassador, please visit: grownyc.org/recycling/NYCHA.
SMOKING
Smoking is not permitted in lobbies, elevators, stair halls, corridors, or any other public space in NYCHA buildings. Smoking is also not permitted inside any NYCHA offices or community centers. Please respect these rules, which support the health of all residents.

Secondhand smoke can lead to stroke, heart disease, cancer, and respiratory illness. There is no safe level of exposure to secondhand smoke. As part of the NextGeneration NYCHA Sustainability Agenda strategy to create healthy indoor environments, NYCHA has committed to reducing exposure to secondhand smoke and improving access to support for residents who smoke and want to quit. People are more likely to stay smoke-free with support. NYC Quits provides free support to help you quit smoking for good. Text NYC QUITS to 877-877. For more information and resources on quitting smoking, call 311 or go to www.nyc.gov and search for “quit smoking.”

UTILITY COSTS
In most developments, the utility charges for heating, cooking, electricity, and water are included in your rent. Help us reduce our energy and water usage, and ultimately our costs, by following these simple steps:

Electricity
- Use LED bulbs. They fit into most fixtures, provide better lighting, last longer, and use less energy.
- Turn off the lights when you leave a room and turn off the television or radio when you are not watching or listening.
- Only use air conditioners and fans when you really need them, and do not leave them running when you leave your apartment.
- Do not use halogen lamps – they use too much electricity and, if left on for too long, could become fire hazards.
- When buying an electrical item, make sure it has an Energy Star label. If you do not have one of our new energy-efficient, frost-free refrigerators, please defrost your refrigerator periodically. When properly defrosted, refrigerators function better and use less electricity.
- Please check with your Property Management Office before purchasing an air conditioner to find out about any specifications or fees associated with it.
- In the event of an electrical interruption, use flashlights instead of candles. Always keep spare batteries on hand.

Cooking
- Use the minimum amount of cooking gas necessary to do the job.
Heating

- Never use your stove to heat your apartment. Poisonous carbon monoxide (CO) gas has no smell, builds up, and is deadly (see page 4). Natural gas from your oven can also build up. In the event of a strong gas odor in your apartment, notify management immediately and open the kitchen and living room windows to allow fresh air to circulate. Do not light a match or turn on any electrical appliances or light switches until the gas odor disappears.
- Never use kerosene space heaters.
- Keep radiator areas clear to let the heat circulate properly.
- Open curtains in the daytime to let the sun warm your apartment
- Keep blinds and drapes closed at night or on cloudy days to retain heat, and make sure your windows are closed tightly.
- Prevent drafts by covering your air conditioner and by having leaks sealed around your windows.

Water

- Report leaking faucets, showerheads, or toilets to the Customer Contact Center at (718) 707-7771 or use the MyNYCHA App.
- Do not run water excessively for either a shower or for cooking.
- Do not run hot water continuously when washing. Fill the sink only to the required level.
- Operate washing machines only as needed, with a full load.

NEW APPLIANCES

Before you sign a contract or make a down payment for a major new appliance, such as a washing machine, refrigerator, freezer, or air conditioner, check with your Property Management Office. Certain sizes and types are prohibited for use in NYCHA apartments because they overload the electrical system. We suggest tenants select energy-efficient appliances.

FUSE BOXES AND CIRCUIT BREAKERS

At many developments, old-style fuse boxes have been replaced with much more convenient circuit breakers. As indicated by the name, a circuit breaker is an “on/off” switch that automatically interrupts an electrical current when the electrical lines become overloaded. If your circuit breaker switches the electricity off, you are probably running too many appliances. Stop using one of your electrical appliances and try turning the switch back on, or contact your Property Management Office.

If you have a fuse box and the fuse blows, replace it only with another fuse of the exact same type and size. If the fuse blows repeatedly or a circuit breaker trips repeatedly, please notify your Property Management Office. If you have a “dummy” fuse holder in your fuse box, keep a spare fuse in it. This will ensure that you always have a fuse available. Do not cover or block the fuse or
circuit breaker box. Never remove a fuse without replacing it immediately.

HEAT AND HOT WATER
NYCHA provides hot water around-the-clock and heat in accordance with the New York City Administrative Code during the heating season (from October 1 until May 31).

The New York City Administrative Code requires that a minimum temperature of 68 degrees Fahrenheit be maintained in each apartment when the outside temperature falls below 55 degrees Fahrenheit between 6:00 a.m. and 10:00 p.m. during the heating season.

The Code also requires a minimum temperature of 62 degrees Fahrenheit be maintained in each apartment (regardless of the temperature outside) between 10:00 p.m. and 6:00 a.m.
FIRE SAFETY

SMOKE DETECTORS
Properly functioning smoke detectors are critical to preventing fires, as they provide an early warning that helps keep you and your family safe from danger.

Keep your family safe by following these simple steps:

- NYCHA will install carbon monoxide (CO)/smoke detectors within 15 feet of the primary entrance to each bedroom. If you notice any smoke detector(s) removed or missing upon moving in, you must report this to your Property Management Office.

- Ensure the detectors are functioning by pressing the test button on the smoke detector once every three months (the detector should last 10 years). If you hear a chirping sound coming from your smoke detector, it means it’s time to replace the detector.

- Do not remove, obstruct, paint, or cover your smoke detectors. If a smoke detector must be replaced due to intentional damage, a $10 fee will be charged to your account.

HOUSEHOLD FIRE HAZARDS
Cooking and smoking are the most common causes of residential fires.

- Keep your stovetop clean, and keep flammable materials away from the stove, such as potholders, towels, newspapers, and plastic bags.

- Do not leave the stove unattended when you are cooking.

- Never use water to put out a grease fire; instead, cover the pot or pan with a lid to smother the fire.

- Never put metal objects into the microwave, as this may create a dangerous condition.

- Avoid smoking in the apartment, especially when medicated or sleepy. Never smoke in bed. Please note, effective July 2018, residents will not be allowed to smoke in common areas, within apartments, nor within 25 feet of any NYCHA building or NYCHA administrative office.

- Always keep matches and lighters out of the reach of children.

- Avoid electrical fires in your apartment by replacing all frayed, cracked, or broken electrical cords with new ones, and do not plug more than one large appliance into a single electrical outlet.

- Report all broken/damaged electrical outlets/receptacles. Never leave media devices (cell phones, tablets, laptops, etc.) plugged in unattended on beds. Never attempt to extinguish a fire in an electric appliance or outlet with water.
• Remember…it’s illegal to use or store gasoline or kerosene in your apartment.

• Do not leave candles or incense burning when you are out of the apartment, and keep lighted candles away from drapes and other combustible items. If you do use candles, you should place them in an upright position in a container half filled with water.

FIRE ALARMS AND STAIRWAY DOORS
All NYCHA apartment buildings have fire alarm systems to indicate the location of a fire to assist firefighters. If you hear the alarm, assume it is a real emergency, unless you have received notice of a test. Report vandalized fire alarms to your Property Management Office immediately.

Stairway doors, including those leading from the lobby, are designed to prevent the spread of fire when closed. Do not obstruct the closing of these doors. Report all doors that do not close by themselves to your Property Management Office.

Familiarize yourself and other members of your household with the fire safety notice that is posted on the inside of your apartment entrance door and with the fire safety plan you will receive each year.

Additionally, self-closing apartment doors will prevent fires from spreading to additional rooms, and thus should not be blocked by rugs or carpets. You should also maintain ready access to your fire escape, if you have one, to ensure you can evacuate quickly and without delay.

IN CASE OF FIRE IN YOUR APARTMENT
• Close the door to the room where the fire is and leave the apartment.
• Make sure EVERYONE leaves the apartment with you.
• Take your keys.
• Close, but do not lock, the apartment door.
• Alert people on your floor by knocking on their doors on your way to the exit.
• Use the nearest stairwell to leave the building – do not use the elevator.
• Call 911 once you reach a safe location. Do not assume the fire has been reported unless firefighters are on the scene.
POTENTIAL HAZARDS

MOLD
Mold is a fungus that grows on, and sometimes in, damp surfaces and objects. In nature, mold helps break down dead material and can be found growing on soil, food, plant matter, and other items. Mold produces microscopic cells called “spores,” which are very tiny and spread easily through the air. Mold can grow where there is water or dampness, such as in bathrooms.

Mold usually appears in its early stages as black circles or blotches. Most types of mold are not hazardous to healthy individuals. However, too much exposure to mold may cause existing conditions such as asthma, hay fever, or other allergies to get worse. The most common symptoms of overexposure are similar to the symptoms of overexposure to plant pollen, such as coughing, congestion, runny nose, eye irritation, and aggravation of asthma. Asthma and allergies may be disabilities that give residents a right to reasonable accommodations from NYCHA. If you have asthma or allergies and believe you need an accommodation from NYCHA, please refer to page 41 for information on how to request a reasonable accommodation.

PREVENTING MOLD
Mold needs water to grow and is most often confined to areas near water sources. Removing the source of moisture by repairs and by providing sufficient ventilation is critical in preventing mold growth.

THE FRESH AIR CURE
Letting fresh air into your apartment will help lower the amount of moisture, which helps to reduce dust mites and cockroaches. Keep your apartment well ventilated by opening windows, using fans, and arranging furniture so that windows are not blocked.

Other ideas that will help:
• Move fans, sofas, and other furniture away from walls and corners to promote air and heat circulation.
• Keep your bathroom window open a little, when weather permits, especially when you are showering or drying clothes.
• If you have an exhaust fan in your bathroom, make sure it is working, and remove any accumulated dust from the vent cover in order to improve air circulation. To test whether your exhaust fan is working, do the following: Cover the entire opening with a piece of paper. If the paper sticks to the exhaust fan, then it is working. If the paper falls when you let go of it, your exhaust fan is not working. Remove the paper from the exhaust fan after the test. If your bathroom fan is not working, call the Customer Contact Center at (718) 707-7771 or use the MyNYCHA App to create a work order.
• Keep your apartment clean, dry, and free of clutter.
• Lower humidity in the apartment during humid weather by using an air conditioner and/or a dehumidifier.

• When cooking, keep pots covered and windows open; even keeping windows slightly open will help.

• Use area rugs that can be taken up and washed often.

• Keep your drapes open during the day.

• Request repair of leaky plumbing or other water leaks as soon as possible.

• Keep the “drip pans” in your air conditioners, refrigerators, and dehumidifiers clean and dry.

• Hang wet clothes to dry in open areas in your apartment, such as on bathroom shower rods or on drying racks with the window open. Thoroughly wring out clothes prior to hanging. Take slow-drying, heavy items to a commercial dryer at a laundromat.

• Dry all wet surfaces and reduce the moisture/water source upon discovery of condensation or moisture collecting on windows, walls, or pipes.

CLEANING MOLD
Mold should be cleaned as soon as it is noticed using regular household cleaners. Never mix products containing ammonia with those containing bleach.

Individuals who are cleaning mold should be free of allergies or symptoms such as nasal congestion, cough, sore throat, or upper respiratory infections. The individual should wear protective clothing as recommended by the manufacturer of the household cleaner used. The cleaned area must be dried thoroughly with a sponge or rag that should be disposed of immediately and not reused. Absorbent materials that contain mold, such as linen or carpets, might need to be replaced.

IF THE PROBLEM PERSISTS
Mold can pose a health hazard for you and your family, so it is important to eliminate the problem as soon as possible. If you have tried cleaning and proper ventilation and nothing seems to work, report the mold problem to the Customer Contact Center at (718) 707-7771 or use the MyNYCHA App. A returning mold condition may indicate an underlying problem such as a leak.

LEAD-BASED PAINT
Houses and apartments built before 1978 may have paint that contains lead, which is called lead-based paint (LBP). If ingested, lead-based paint can pose a serious health hazard that must be taken care of properly. To ensure your safety, NYCHA has a Lead Detection and Abatement
Program designed to identify, control, and/or eliminate lead hazards safely and efficiently.

Whether or not your apartment has been tested for lead, you will receive a Lead-Based Paint Disclosure Package. This package contains information that includes:

- Pamphlet issued by the U.S. Environmental Protection Agency (EPA).
- Listing of child health clinics that provide free blood testing for the presence of lead.
- Information on nutrition that can help prevent lead from being absorbed into the body.
- Form that you must sign to acknowledge that you received the information package.
- Summary of any testing information if your apartment or development was tested and any LBP abatement activity that occurred.

NYCHA is required by law to correct LBP hazards and to abate LBP from friction and impact surfaces when apartments are turned over, and to inform you of these activities.

If you have children under the age of 6 and your apartment has been identified as possibly having LBP, and there are cracked or peeling paint surfaces, contact the Customer Contact Center at (718) 707-7771.

Here are basic steps you can take to ensure your family’s safety:

- On a regular basis, clean floors, windowsills, and window wells with a household cleaner. Always have your children wash their hands before eating, taking a nap, or going to bed.
- Report any peeling paint to the Customer Contact Center at (718) 707-7771 or use the MyNYCHA App.
- Leave shoes at the door. Do not track dirt through the house. Wash children’s hands, bottles, and toys often.
- Use food to fight childhood lead poisoning: Feed your children foods that are rich in iron, calcium, and vitamin C. Avoid fatty and fried foods.
- Please read the EPA pamphlet “Protect Your Family from Lead in Your Home.” This pamphlet is available in your Lead-Based Paint Disclosure Package. Additional copies can be obtained, free of charge, by calling the NYCHA lead hotline at (718) 707-5399 or 311.

Have your children tested for lead: Call the lead hotline at (718) 707-5399 or 311 for blood lead testing locations and for additional information.

More information is available from the New York City Department of Health and Mental Hygiene, which can be reached by calling (646) 632-6023, Monday through Friday, from 9:00 a.m. to 5:00 p.m.
ASBESTOS
Asbestos is a naturally occurring mineral that has been used in thousands of products. Because of its unique properties – fire resistance, high tensile strength, resistance to heat, and electrical conductivity – asbestos had many uses in the construction trades. In fact, many asbestos-containing materials were used in residential buildings. For example, roofing material, thermal insulation (pipes and boilers), floor tiles, and fireproofing typically contained asbestos.

Insulation and fireproofing containing asbestos were banned in the late 1970s, but it is still legal to purchase many other materials containing asbestos. NYCHA no longer purchases any materials that contain asbestos.

The adverse health effects associated with asbestos exposure have been studied extensively for many years. The majority of people who have experienced adverse health effects as a result of asbestos exposure were workers employed in the mining, milling, manufacturing, and insulating industries, who worked with raw or processed asbestos.

To take additional precautions, NYCHA established a comprehensive Asbestos Detection and Abatement Program in the 1980s to manage asbestos safely in place. NYCHA tests building materials for asbestos and repairs asbestos-containing material when repairs can be performed safely. If this is not possible, or when other work being performed may result in the disturbance of asbestos, asbestos-containing materials are removed.

Under no circumstances should a resident attempt to remove material that may contain asbestos, such as floor tile or pipe insulation. Disturbing such material might create a health hazard where none existed before. For more information, guidance, and assistance about asbestos or to have any asbestos condition investigated, please contact the Customer Contact Center at (718) 707-7771.

You may also want to contact the New York City Department of Health and Mental Hygiene’s Bureau for Environmental Investigations at (646) 632-6104 or the Bureau for Environmental and Occupational Disease Prevention at (646) 632-6102. You can also call 311.
CLEANING TIPS

Keeping your apartment clean is important for your and your family’s health and safety. Here are some tips to help maintain your home:

FLOORS

- Dry clean by spot mopping or broom sweeping.
- For a more thorough cleaning, use a mild cleaning solution. Too much water can loosen tiles.
- For waxing, apply a thin coat of liquid wax on the tiles and allow it to dry thoroughly. Never use paste wax.

WALLS

- Clean glossy-finish walls with a damp cloth or by gently washing with soap and water.
- Clean flat paint-finish walls by lightly rubbing with a damp cloth and soap to remove spots.
- The light fixtures on your walls are made of tarnish-proof metal – the light switch plates never need to be polished.

KITCHEN

- Clean sinks with mild soap powder detergents. Do not use bleach or abrasive scouring powder.
- Clean wood cabinets by wiping them with a soft, dry cloth. For soiled cabinets, wipe with a damp cloth and polish dry with a clean, soft cloth. In case of heavy soil and for occasional cleaning, use a wood cleaner and preservative. Polish with a soft, dry cloth.
- Clean laminated plastic countertops by wiping with a cloth dipped in mild dishwashing detergent and water. For stubborn stains, apply a small amount of mild powder cleanser with a damp cloth. Rinse several times and wipe dry with a clean, soft cloth.
- To avoid stoppages, never empty grease, coffee grounds, potting soil from flower pots, or other refuse into your sink. If your sink does get stopped up, don’t try to fix it yourself; please contact the Customer Contact Center at (718) 707-7771.
- Never use commercial lye or other drain cleaners to clear stopped sinks. Most of the time it only will make the problem worse.
- Keep the burners on your stove clear and properly adjusted. Burners should light automatically when you turn the knob. A blue flame means there is more heat and pots and pans won’t get blackened. Necessary adjustments will be made without charge; to request service, call the Customer Contact Center at (718) 707-7771.
• Wipe the stove top clean after each use to prevent grease buildup and grease fires.

REFRIGERATORS
• When making ice cubes, make sure you don’t fill up the ice trays more than two-thirds of the way. To prevent sticking, double fold aluminum foil and place under the trays.
• Never use an ice pick or other sharp instrument to loosen trays. Do not touch refrigerated surfaces with wet or damp hands, as they will stick to cold metal.
• Disconnect the power cord before cleaning your refrigerator. A mild soap and water combination, or mild liquid sprays, will keep the outside of your refrigerator clean. Dry with a clean, soft cloth.
• Do not use scouring pads, powdered cleansers, bleach, or cleaners containing bleach, as they can scratch and erode the paint finish.
• Do not wax plastic or vinyl parts of the refrigerator.
• Keep the door gasket clean. The gasket is the rubber seal around the frame. It keeps the cold air in and the hot air out. Spilled liquids will make the gasket and frame sticky, which may cause the gasket to tear when opening the door. Use a baking soda solution of one to two tablespoons of baking soda per quart of water, soap, and warm water, or a mild scouring powder, to keep it clean. You can also use glass cleaners on the glass shelves.

SINK COVER AND COUNTERTOP
• A sink cover can be used to cover one side of a double sink so that you have more counter area.
• Do not use the kitchen countertop and sink covers for cutting and chopping food.

BATHROOMS
• Use soap powder or mild detergent and water for cleaning the porcelain enamel bathtub and sink in your apartment.
• Use a damp cloth on chrome fixtures.
• Never use a bleach concentrate or abrasive scouring powder. Water and mild detergent should also be used for mopping or scrubbing the bathroom tile.
• Do not use metal polishes - they will destroy the finish. Wash your medicine cabinet and mirror with mild soap and water, and dry it thoroughly.
• If you have a vent in your bathroom, give it a regular dusting or vacuuming.
GETTING INVOLVED

COMMUNITY ENGAGEMENT AND PARTNERSHIPS
NYCHA’s Department of Community Engagement and Partnerships (CEP) engages and connects NYCHA residents to critical programs and services, including priorities of NextGeneration NYCHA – the Authority’s 10-year strategic plan. CEP supports NYCHA’s extensive network of Resident Associations, and also manages partnerships, programs, and initiatives in the areas of economic opportunity, youth, health, seniors, and social services.

CIVIC ENGAGEMENT
NYCHA’s Resident Engagement Department engages residents through outreach, education, and information-sharing, with a special focus on youth, seniors, and Resident Associations in addition to the broader NYCHA community. Through resident forums and targeted communication, Resident Engagement ensures residents are aware of and can inform policies and initiatives that impact their lives.

RESIDENT ASSOCIATIONS
Most NYCHA developments have a democratically organized Resident Association. Each recognized Resident Association has an Executive Board, elected by Resident Association members living at the development. The Executive Board typically consists of a President, Vice President, Secretary, Treasurer, and Sergeant-At-Arms. NYCHA provides assistance and encouragement to developments that do not yet have a Resident Association so that all residents may have the opportunity to become civically engaged.

Joining your Resident Association is one of the easiest and most effective ways to become involved in your community. To find out how you can join, contact your local Property Management Office or the Resident Engagement Department at (212) 306-3488 or Resident.Engagement@nycha.nyc.gov

THE RESIDENT ADVISORY BOARD (RAB)
The function of the Resident Advisory Board (RAB) is to work with NYCHA during the period of drafting and finalizing the annual Agency Plan, which is required by federal law to be submitted to the U.S. Department of Housing and Urban Development (HUD). The members of the RAB review components of the draft plan, discuss the proposals, and seek additional information before they submit formal comments and recommendations on behalf of the residents they represent. These comments are included in the final Annual Plan submission to HUD. Members of the RAB consist of Executive Board members from various Resident Associations across the city as well as Section 8 residents.
YOUTH LEADERSHIP COUNCILS
In partnership with NYC Service, NYCHA is forming 15 Youth Leadership Councils (YLC) across the city. Each YLC will have 15-25 high school students who live in NYCHA developments. YLC members will be trained to work with NYCHA leadership to help make policy decisions that impact the quality of life of NYCHA residents, particularly from a young person’s perspective.

Each YLC will work on an agenda throughout the school year. YLC members are eligible to receive recognition of youth service (100 hours of service) for high school diploma seals and the Mayoral Recognition Certificate. To join a Youth Leadership Council, contact the Resident Engagement Department at (212) 306-3488 or Resident.Engagement@nycha.nyc.gov.
FAMILY PARTNERSHIPS AND COMMUNITY RESOURCES

NYCHA’s Family Partnerships Department manages partnerships with external providers and City agencies offering youth, senior, and social services. Family Partnerships connects residents to critical services and implements programs and policies that support household stability and tenancy, individual advancement, and aging-in-place.

NYCHA works in conjunction with community-based organizations and City agencies to facilitate the delivery of social, cultural, educational, and recreational services to residents of NYCHA and neighboring communities. There is a network of more than 500 community centers, senior centers, child care centers, and health-related facilities located in public housing developments throughout the city which are managed by community-based organizations.

For information about the community or senior center closest to you or to find out about other services, health facilities, and cultural associations, contact your Family Partnerships Office at the number below.

Bronx: (718) 409-8699
Brooklyn: (718) 289-8135/8144
Manhattan: (212) 334-2506
Queens: (718) 969-6240
Staten Island: (718) 816-1521
SENIOR PROGRAMS

The chief aim of NYCHA’s senior services is to enable NYCHA residents 60 years of age and older to participate in programs that foster independence and incorporate intergenerational and multicultural values.

The Senior Resident Advisor (SRA) & Service Coordinator Program serves seniors through on-site services at select NYCHA developments citywide. This innovative program provides assistance to frail, elderly public housing residents to prevent social isolation, victimization, and unnecessary or premature institutionalization in nursing homes. SRAs organize seniors (known as floor captains) to volunteer to make daily contact with other seniors on their floor, which helps avert crises, particularly among the sick and frail. SRAs work under the supervision of certified social workers.

The Senior Companion Program assigns companions through the Henry Street Settlement to conduct friendly home visits to frail and socially isolated residents.

The Elderly Safe-At-Home Program (ESAH) provides crime prevention and social service assistance to seniors and other physically disabled residents at four developments in the South Bronx. Additional workshops cover benefits, entitlements, and other available forms of support. Referrals are made to the various community-based service providers as needed.

Naturally Occurring Retirement Communities (NORCs) provide comprehensive social and medical assistance, and recreational and cultural opportunities, to residents aging in place (60 years and older) in select NYCHA developments throughout the city.

For more information on senior programs, please contact your borough’s Family Partnerships Department (the phone numbers are on the previous page).

The following Family Partnerships programs provide specialized services to meet a wide range of residents’ needs:

- Supportive Outreach Services (SOS) is based on referrals received from property management and other NYCHA departments, neighbors, and family members, or upon direct request from residents. SOS provides supportive services so residents can meet their daily living needs. Family Partnerships Department staff interviews each resident to help assess their particular situation, develop a service plan, and make referrals as needed. Staff also intervenes in crises involving acute psychiatric emergencies, traumatic incidents, family crises, domestic violence, child abuse/neglect, elder abuse/neglect, and substance abuse.

- The Family Re-entry Program helps reunite select individuals leaving prison and jail with their families who live in qualified public housing apartments and provides the returning
individual with re-entry services. Eligible individuals must demonstrate that they are motivated to make a positive change in their lives and must agree to intensive case management services. To learn more about the Family Re-entry Program, contact the Family Partnerships Department at (212) 306-6024 or Family.Reentry@nycha.nyc.gov.

HEALTH INITIATIVES

NYCHA’s Health Initiatives Department manages partnerships and leads interagency efforts to connect residents to preventive health resources, create healthier indoor environments, and cultivate resident leadership in health. Some of the preventative health resources include access to fresh produce grown on NYCHA farms and access to free fitness classes and low-cost bike-share rentals. To learn more about health initiatives at NYCHA, contact your local Property Management Office or the Health Initiatives Department at (212) 306-8282.
RESIDENT ECONOMIC OPPORTUNITIES

NYCHA’s Office of Resident Economic Empowerment and Sustainability (REES) helps residents increase their income and assets through programs, policies, and collaborations in four key areas:

- Employment and career advancement
- Adult education and vocational training
- Financial empowerment
- Resident business development

Through REES, you can:

- Connect with local economic opportunities, such as hiring events and training sessions
- Access Section 3 and other local job opportunities more easily
- Enroll in adult education programs
- Take advantage of various NYCHA rent incentive programs
- Improve your credit or manage debt through financial empowerment services
- Learn how to start or grow a business

SECTION 3

Section 3 is a U.S. Department of Housing and Urban Development mandate that requires employment and other economic opportunities at public housing authorities to be directed, whenever possible, to public housing residents and other low-income residents. In addition to Section 3 employment, NYCHA created the Resident Employment Program (REP), which requires that at least 15 percent of the labor costs of NYCHA construction contracts greater than $500,000 be spent on resident hiring.

Interested residents should attend a REES information session, where they can learn more about Section 3/REP and undergo an assessment of their skills, interests, and qualifications. Once Section 3/REP jobs become available, REES staff matches qualified candidates with opportunities and provides referrals to contractors for interviews. Contractors are responsible for making the final hiring decisions.

Residents with established businesses can register as “Section 3 Business Concerns” by visiting the “Doing Business with NYCHA” section of NYCHA’s website at www.nyc.gov/nycha. Please note that such registration is not a guarantee of business contracts with NYCHA or with NYCHA’s vendors.
NYCHA RESIDENT TRAINING ACADEMY
The NYCHA Resident Training Academy provides employment-linked training opportunities and job placement assistance to NYCHA residents in the construction, maintenance, and janitorial fields. REES works with successful graduates of the Academy to provide job placement assistance.

HOW TO ACCESS REES SERVICES

Online: To learn more about REES’s programs and services, we encourage you to visit the “Opportunity NYCHA” website (www.opportunitynycha.org). You can search for REES partners in your area and register for upcoming events, such as job screenings or testing and application sessions for the NYCHA Resident Training Academy; view an interactive map for community-based services; and sign up for the REES bi-weekly e-newsletter to receive up-to-date, relevant information about local and citywide initiatives.

Phone: Call REES at (718) 289-8100 to speak with a REES Referral Associate for more information about available services and to register for any upcoming recruitment events or information sessions.

Visit your Property Management Office: Most Property Management Offices can make web-based referrals of residents to local REES service providers for services, such as financial counseling or employment assistance programs. We encourage you to speak with your Housing Assistant about local referral opportunities.

Alternatively, you can also use the Opportunity Connect section of the NYCHA self-service portal to refer yourself to services. Request an appointment with a REES zone partner by visiting http://selfserve.nycha.info.

Visit our office: REES hosts information sessions twice a week at 787 Atlantic Avenue in Brooklyn at 8:30 a.m. To receive services, you must be a public housing or Section 8 resident, and a photo ID is needed to enter the building. If you have a resume, we encourage you to bring it with you. You can register for an information session by calling REES at (718) 289-8100.
EQUAL OPPORTUNITY

DISCRIMINATION

NYCHA’s Fair Housing Policy provides protection to NYCHA residents, applicants, and Section 8 program participants from discrimination in housing or while interacting with the agency or any of its employees.

Residents and applicants for housing who believe they are at a disadvantage because of physical or discriminatory circumstances can turn to NYCHA’s Department of Equal Opportunity (DEO). DEO provides several services.

In accordance with Federal, State, and local law, DEO’s Office of Employment and Fair Housing Investigations investigates complaints of alleged discrimination from residents and applicants for housing. NYCHA DEO also reviews the applications of applicants who have been found ineligible for public housing and claimed a disability-related right.

REASONABLE ACCOMMODATION

NYCHA’s Fair Housing Policy also provides the right to reasonable accommodation in housing for qualified individuals with disabilities, where such an accommodation is needed to provide an equal opportunity to participate in NYCHA’s programs, services, or activities. A reasonable accommodation in housing is a change, modification, or alteration in policy, procedure, practice, or program that enables a qualified individual to participate in, or benefit from, a program or activity.

NYCHA residents with mobility impairments and physical disabilities or special medical needs may request transfers to apartments that are accessible. An apartment is considered accessible if, in addition to necessary modifications to the apartment itself, a mobility-impaired resident can get from the street to the apartment without any obstruction. A resident may also request that his or her apartment be modified to provide reasonable accommodation for a household member with a disability. A reasonable accommodation can be structural, such as the installation of a grab-bar or roll-in shower.

NYCHA housing applicants and residents with disabilities may have the right to other types of reasonable accommodations. Anyone with medical, mental, or psychological impairment that substantially limits one of life’s major activities (such as walking, talking, speaking, etc.) has a disability that may give the individual a right to reasonable accommodations.

Examples of impairments are mobility impairments; sensory impairments (for example, blindness
or deafness); chronic health problems (for example, asthma); and mental health problems. Some examples of reasonable accommodations include:

- Sign language interpreters
- Documents in Braille
- Other methods of making information and communications accessible to people who have speech, language, or vision impairments
- Allowing a third party to make rent payments on behalf of a person with a mental disability
- For a resident with breathing problems: An additional air conditioner unit if the electrical system permits; relocation to a temporary apartment during mold and moisture abatement; permanent transfer to other NYCHA housing if the apartment is uninhabitable and another apartment is available; use of low-toxicity fungicides to cover surfaces with mold; and/or the use of appropriate dust suppression methods during mold removal

HOW TO REQUEST A REASONABLE ACCOMMODATION

To request a reasonable accommodation, you can use NYCHA’s Reasonable Accommodation Request form (NYCHA Form 040.425) and the Disability Verification form (NYCHA Form 040.426), which are available at each Property Management Office.

- **Residents of public housing** may contact their Property Management Office Monday through Friday from 8:30 a.m. to 4:30 p.m. NYCHA staff at these locations can provide you with forms you may use to request an accommodation and ask your doctor to send NYCHA medical information.
  - A Property Manager or Supervisor will review your request within five days after receiving medical and other documentation.
    - If he or she cannot grant your request, he or she will refer it to the Public Housing Reasonable Accommodations Coordinator, who will have 30 days to make a decision, unless NYCHA needs more time.
    - If NYCHA needs more time, NYCHA will tell you in writing and explain why.
    - NYCHA will send you a notice with the decision. If you do not agree with the decision, you can request a grievance hearing by checking the appropriate box on the notice and returning it to the address indicated within 30 days, or by contacting your Property Management Office.

- **Section 8 participants and applicants for public housing** may contact NYCHA’s Customer Contact Center at (718) 707-7771 or their local NYCHA Walk-In Center at the locations listed below. NYCHA staff at these locations can provide you with forms you may use to request an accommodation and forms you will need to ask your doctor to send NYCHA medical information.

nyc.gov/nychacananon
documentation.

**Brooklyn Customer Contact Center**
787 Atlantic Avenue, 2nd Floor
Brooklyn, NY 11238

**Bronx Customer Contact Center**
478 East Fordham Road, 2nd Floor
Bronx, NY 10458

The applicant’s request will be reviewed by an Applications and Tenancy Administration Department Manager or Supervisor. Section 8 recipient requests will be reviewed by a Leased Housing representative.


**SERVICES FOR PEOPLE WITH DISABILITIES**

You can request an accommodation from NYCHA at any time. If you feel that as a qualified individual with a disability, you are having trouble requesting a reasonable accommodation, you may contact DEO’s Services for People with Disabilities Unit (SPD). DEO’s SPD Unit provides individual assistance to NYCHA disabled residents, applicants, and Section 8 program participants and will help facilitate requests for reasonable accommodations.

Hearing-impaired individuals are encouraged to use 711 Relay Service to inquire about transfers and reasonable accommodations. 711 Relay Service provides toll-free telephone accessibility for people who are deaf, hard of hearing, or speech impaired and is available 24 hours a day, 365 days a year. Specially trained Communication Assistants connect the call and remain on the line to assist in the conversation.
**STAY CONNECTED**

**NYCHA ON THE INTERNET**

For the latest news and happenings at NYCHA, log on to [www.nyc.gov/nycha](http://www.nyc.gov/nycha), get our e-newsletter at [http://www1.nyc.gov/site/nycha/about/nycha-email-updates.page](http://www1.nyc.gov/site/nycha/about/nycha-email-updates.page), and follow us on Facebook at [www.facebook.com/nycha](http://www.facebook.com/nycha) and Twitter at [www.twitter.com/nycha](http://www.twitter.com/nycha).

**NYCHA’S SELF-SERVICE TENANT PORTAL**

Visit [https://selfserve.nycha.info](https://selfserve.nycha.info) for easy, 24/7 access to a variety of NYCHA-related transactions. Pay your rent; complete your annual recertification; request a transfer; and apply for Resident Economic Empowerment and Sustainability (REES) programs. Feel free to check back often to see what new resources, announcements, and updates are available.

**THE NYCHA JOURNAL**

*The NYCHA Journal* is a bilingual newspaper that is published eight times a year and updated regularly online: [www.nychajournal.nyc](http://www.nychajournal.nyc). *The Journal* provides a roundup of NYCHA-wide news, with a focus on residents. Each issue includes a column by the NYCHA Chair. An archive with every issue from the last 15 years is on NYCHA’s website at [www1.nyc.gov/site/nycha/residents/nycha-journal.page](http://www1.nyc.gov/site/nycha/residents/nycha-journal.page).

**CHECK YOUR BULLETIN BOARD**

To keep up with what is going on at your development, check your Property Management Office’s bulletin board periodically. The bulletin board will have information about Resident Association meetings, Resident Watch, meeting notices, community events, and other news.

**NYCHA ONE-STOP KIOSK**

Access any NYCHA-related website and other local and federal government services (such as the Social Security Administration, HUD, and AccessNYC) on the NYCHA One-Stop Kiosk – located in your Property Management Office.
CONTACT INFORMATION

New York City Housing Authority
250 Broadway
New York, NY 10007
(212) 306-3000
www.nyc.gov/nycha

Board Members
(212) 306-3454
board.members@nycha.nyc.gov

Borough Property Management Offices for NYCHA Residents
  Bronx: (718) 409-8626
  Brooklyn: (718) 649-6400
  Manhattan: (212) 427-8542
  Queens/Staten Island: (718) 657-8300

Emergency and Routine Maintenance Repairs for NYCHA Residents
Call the Customer Contact Center (CCC) at (718) 707-7771 24 hours a day, 7 days a week to report a maintenance emergency. Schedule an appointment for routine repairs Monday through Friday from 6:00 a.m. to midnight.

Equal Opportunity Department
(212) 306-4468

Freedom of Information Law (FOIL) Requests and Subpoenas
(212) 306-8680

Housing Applications Offices
  Brooklyn/Staten Island
  787 Atlantic Avenue, 2nd Fl.
  Brooklyn, NY 11238
  (718) 707-7771

  Bronx/Manhattan
  478 East Fordham Road (1 Fordham Plaza), 2nd Fl.
  Bronx, NY 10458
  (718) 707-7771

Inspector General
Report any incidence of fraud, waste, or serious mismanagement: (212) 306-3355
Fax: (212) 306-6484
Nycha_oig@nycha.nyc.gov
Language Services Unit
(212) 306-4443
The Language Services Unit translates official NYCHA documents and provides interpreter services to residents and applicants with limited English-speaking abilities to ensure equal access to information and services.

Law Department
(212) 776-5000
Legal papers to be served on NYCHA must be served between the hours of 9:00 a.m. and 5:00 p.m. at 250 Broadway, 9th Floor, New York, NY 10007

Lockbox Unit
For information concerning the processing of public housing monthly rent payments: (212) 306-6776

Media Inquiries
(212) 306-3322

Resident Economic Empowerment & Sustainability (REES) Hotline
(718) 289-8100
www.opportunitynych.org

NYCHA Parking
(212) 967-4875
www.nychaparking.com

NYCHA Automated Phone Payment System
(866) 315-6355
www.nyc.gov/nychapayment

NYCHA’s Crime and Safety Units
  Safety and Security Unit
  (212) 776-5070
  NYPD’s Drug Hotline
  (888) 374-DRUGS
  NYCHA Lead Hotline
  (718) 701-5399 or 311

New York City Department of Health and Mental Hygiene
(646) 632-6023

Bureau for Environmental and Occupational Disease Prevention
(646) 632-6102 or 311

Bureau for Environmental Investigations
(646) 632-6104
Citywide Council of Presidents (CCOP)  
ccopnycha@gmail.com

Family Partnerships Department  
   Bronx: (718) 409-8699  
   Brooklyn: (718) 289-8130  
   Manhattan: (212) 334-2506  
   Queens: (718) 969-6240  
   Staten Island: (718) 816-1521

Telephone Device for the Deaf (TDD)  
(212) 306-4845  
www1.nyc.gov/site/nycha/about/policies-procedures.page

New York State of Health  
(855) 355-5777  
www.nystateofhealth.ny.gov

New York City Health Insurance Coverage  
www1.nyc.gov/site/ochia/coverage-care/coverage-care.page
New York City Housing Authority

Shola Olatoye  
Chair & Chief Executive Officer

Michael Kelly  
General Manager

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