

Tenant Rights Resources

Website	Short Explanation
Certificate of No Harassment (CONH)	<ul style="list-style-type: none"> ● A Certificate of No Harassment (CONH) is required for alteration jobs involving Single Room Occupancies ● Districts where alteration work requires a CONH from HPD include: <ul style="list-style-type: none"> ● Special Clinton District <ul style="list-style-type: none"> ● Hudson Yards/Garment Center ● Greenpoint-Williamsburg ● West Chelsea
Tenant Resources	<ul style="list-style-type: none"> ● Information can be acquired on Customer Service Night every Tuesday night from 4:00 pm to 7:00 pm at each borough office <ul style="list-style-type: none"> ○ Advice on home construction plans, including the permitting process ○ Information on how to check a contractor's license status ○ Guidance on reducing energy costs by weatherizing residences; Instructions on how to resolve Department-issued violations ○ Recommendations on steps to take before purchasing a home or signing a lease ○ Direction on how to secure or amend a property's Certificate of Occupancy ○ Permit guidelines for common home improvements, such as kitchen renovations and backyard shed installation ○ Guidance on using the Buildings Information System

	(BIS) to search property history and permit information
Tenant Protection Plan (TPP)	<ul style="list-style-type: none"> ● The Tenant Protection Plan (TPP) provides a list of compliance categories that must be met by a building or site of a new building, if the building undergoing construction contains at least one occupied dwelling unit ● The TPP is required to appear on plans submitted to the Department whenever a unit in a residential building is occupied during construction ● At a minimum shall make detailed and specific provisions for: <ul style="list-style-type: none"> ○ Egress, fire safety, health requirements, compliance with housing standards, structural safety, noise restrictions, maintaining essential services
ABCs of Housing	<ul style="list-style-type: none"> ● A guide explaining owners' and tenants' rights and responsibilities
Housing Court	<ul style="list-style-type: none"> ● Housing court situations and how to move forward for tenants <ul style="list-style-type: none"> ○ Pending nonpayment cases ○ Potential evictions ○ What to expect going into court situations ○ Emergency services available for those who cannot pay rent and are at risk of eviction
Office of the Tenant Advocate	<ul style="list-style-type: none"> ● Tenants should contact the Office of of Tenant Advocate if they are concerned with aspects of the construction of their apartment building
HP Proceedings	<ul style="list-style-type: none"> ● HP Proceedings

	<ul style="list-style-type: none"> ○ If you have conditions or violations in your home which need to be repaired, including lack of heat and hot water or lack of other services, or have other emergency conditions, you may begin a proceeding against the landlord to force the landlord to make repairs and correct building violations. ○ Before you do this, you should contact the landlord and let the landlord know that the conditions exist, that you want them repaired, and that you will go to court unless the repairs are made, If you write to the landlord, keep a copy of the letter so that you can bring it to court. ○ After you have contacted the landlord, and if the conditions are still not repaired, you may come to court in the county in which your apartment is located, to begin a HP proceeding against your landlord.
<p>Reporting a Quality or Safety Issue</p>	<ul style="list-style-type: none"> ● Quality or safety issues <ul style="list-style-type: none"> ○ File a complaint ○ First contact your property owner or landlord first -- this is the easiest way to resolve a housing quality or safety issue. ○ If your landlord is unresponsive, file a complaint by calling 311 or TTY (212) 504-4115, or online.
<p>Justfixit.nyc</p>	<ul style="list-style-type: none"> ● JustFix.nyc co-creates tools with tenants, organizers, and legal advocates to fight displacement and achieve stable, healthy housing for all, leveraging the power of data and technology to support individual and collective action for housing justice.

	<ul style="list-style-type: none"> ● Tools include: <ul style="list-style-type: none"> ○ Templates to send a letter of complaint ○ Access to research your landlord ○ Ways to protect yourself from eviction
Homes and Community Renewal Tenant Resources	<ul style="list-style-type: none"> ● Information, forms and documents ranging from fair housing, rent control, harassment and more.
Immigrant Tenant Rights	<ul style="list-style-type: none"> ● Entire document listing immigrant tenant rights
CityFHEPS	<ul style="list-style-type: none"> ● CityFHEPS is a rental assistance supplement to help individuals and families find and keep housing. It is administered by the Department of Social Services (DSS), which includes both the Department of Homeless Services (DHS) and the Human Resources Administration (HRA).
Open Doors: Resources for New Yorkers Facing Housing Instability	<ul style="list-style-type: none"> ● This guide lists resources that exist for New Yorkers looking for housing such as rental assistance, public, low income housing and other programs.