

# NYC Housing Guide For People with Disabilities: April 2016

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# Affordable Housing:

## Affordable Housing Lotteries:

NYC's affordable housing lotteries are newly constructed or renovated buildings with subsidized apartments. For paper applications, call HPD. Alternatively, the housing connect website contains lotteries from HPD and HDC, People seeking housing can create a profile and fill out the application once. Then they can apply to new developments without having to fill out the application again. 5% of most developments are set aside for tenants with mobility impairments and 2% are set aside for tenants with visual and hearing disabilities. Income requirements start around \$18,000+

[Nyc.gov/housing\\_connect](http://nyc.gov/housing_connect)

HPD: 212-863-7990

HDC: 212-227-5500

HPD Section 8 helpline: 917-286-4300

## Breaking Ground:

Breaking Ground provides subsidized housing through lotteries. They have ADA compliant apartments. Most of the spaces they offer are studios or single room occupancies. Individuals seeking housing can find info on their websites or request applications by calling their hotline. When calling the hotline, an apartment seeker can listen to the recorded message of available developments and then leave a message with their contact info and desired applications. For example, all applications for a burrough or applications with the shortest waiting list. Income requirements range from \$12,000 to 36,000

<http://www.breakingground.org/apply-for-housing#.Vp5p6E10zmQ>

Phone: 800-324-7055

## **Low Income Housing and Rent Assistance:**

### **New York City Housing Authority(NYCHA:**

Low income housing. Due to long waiting lists, priority is given to individuals and families applying from shelters.

Nyc.gov/nycha

Disability application phone: 212-306-4652

### **Medicaid Redesign Team(MRT):**

More than a dozen NYC nonprofits currently have contracts to provide supportive housing for homeless or unstably housed individuals who have mental/psychiatric disabilities or are high-cost Medicaid users. The criteria to live in these apartments varies based on the government agency funding them.

<http://shnny.org/learn-more/looking-for-housing/supportive-housing-in-new-york-city>

Bronx (Urban Pathways): 646 350 2531

Manhattan (Heritage Health and Housing): 212-866-2600

Queens (PSCH): 347-542-5689

Staten Island (S.I. Behavioral Network): 718-351-5530

Brooklyn Peer Advocacy Center: 718-855-5929 or 718-875-7744

Brooklyn (Catholic Charities): 718-722-6229

Brooklyn (Comunilife): 718-617-6400

Brooklyn (Institute for Community Living): 718-855-4035

### **HIV/AIDS Service Administration(HASA):**

Persons living with AIDS or clinical symptomatic HIV illness may receive essential benefits and social services through HASA, a program of the New

York City Human Resources Administration. HASA offers a rent subsidy for clients in private market apartments. Eligible clients may only contribute 30% of their income towards rent. The remainder is paid by HASA.

Learn more: [www1.nyc.gov/site/hra/help/hiv-aids-services.page](http://www1.nyc.gov/site/hra/help/hiv-aids-services.page)

Phone: 718-716-2687

### **Rent Freeze Program:**

Disability Rent Increase Exemption(DRIE): Tenants that qualify for the NYC Rent Freeze Program for Tenants with Disabilities (DRIE) can have their rent frozen and be exempt from future rent increases.

<http://www1.nyc.gov/site/finance/benefits/tenants-drie.page>

Phone: Dial 311

### **Emergency Rental Assistance Program:**

The emergency assistance program helps people who can't meet an expense due to an unexpected situation or event. Emergency assistance is provided for, but not limited to, the following situations:

- Homelessness
- Dispossess/Eviction
- Utility disconnected or pending termination
- Fire disaster
- Domestic violence
- Circumstances that affect the health and safety of the individual or family

Phone: (212) 331-4640 or (877) 472-8411

<http://www1.nyc.gov/nyc-resources/service/1205/one-shot-deal-short-term-emergency-assistance>

## **Re-entry Coordination System(Incarcated/mental health):**

A program administered by CUCS for the NYS Office of Mental Health and the NYC Department of Health and Mental Hygiene. The program is designed to facilitate referrals to supportive housing including coordination of video teleconference interviews, as well as referrals to care coordination/ACT services for individuals who are seriously mentally ill and are being released from New York City jails to the five boroughs of NYC. The goal of RCS is to have services in place for each individual prior to release. RCS tracks the outcomes of all referrals. In addition, RCS provides trainings to New York City Discharge Planners on referral processes, effective documentation, and the SOAR model. All referrals must be initiated by the facility in which the individual is currently incarcerated.

Phone: 212-801-3300

<https://www.cucs.org/services/reentry-from-incarceration/reentry-coordination-system>

**HUD apartment search: Search for Section 8 disability apartments.**

<http://www.hud.gov/apps/section8/step2.cfm?state=NY%2CNewYork>

## **Homeless Services:**

**The following organizations provide rent assistance as well as housing opportunities for people facing homelessness.**

**Barrier Free Living: Shelters for people with disabilities. Must be referred by Department of Homeless Services.**

Phone: 212-677-6668

<http://www.bflnyc.org/>

**Susan's Place:** Care for the Homeless opened Susan's Place, a 180-bed (now a 200-bed) transitional residence with an onsite medical and dental clinic on August 6, 2008. Susan's Place is dedicated to serving medically frail and mentally ill homeless women, providing them with healthy meals, clean clothing, recreational activities and a broad range of primary health care and

social services. Susan's Place gives these women a safe and supportive environment and the services that will help keep them re-housed after we place them in permanent housing.

**Phone:** (718) 943-1340

<http://www.careforthehomeless.org/?fuseaction=cms.page&id=1004>

**Coalition for the Homeless: 212-776-2000**

**Center for Urban Community Services: 212-801-3300**

**Brooklyn Community and Housing Services: 718-625-4545**

## **Accessible housing:**

### **Wheels of Progress:**

**Our mission: to create affordable, accessible, supportive housing and transformative environments for people with physical disabilities.**

<http://www.wheelsofprogress.org/>

**Phone: 347-645-3265**

**E-mail: [G.gallego@wheelsofprogress.org](mailto:G.gallego@wheelsofprogress.org)**

## **Subsidies:**

### **OPWDD:**

*OPWDD has a program that assists individuals with developmental disabilities, their income-eligible families, and Direct Support Professionals find a home of their choice.*

[http://www.opwdd.ny.gov/opwdd\\_community\\_connections/housing\\_initiatives#main-content](http://www.opwdd.ny.gov/opwdd_community_connections/housing_initiatives#main-content)

**OPWDD Housing: 518-486-1163**

OPWDD home owners program: (518) 473-1973

OPWDD information line: (866)-946-9733

### **Nursing Home Transition and Diversion Program:**

This is a program that provides assistance to people in nursing homes or that need nursing home level of medical care to find housing in the community and the proper at home services that they need. This is more than a housing program. It provides home care attendant, meals on wheels etc. You have to qualify for all the services in order to be accepted. For more info call the Regional Resource Development Center(RRDC).

[https://www.health.ny.gov/facilities/long\\_term\\_care/waiver/nhtd\\_manual/#skiptocontent](https://www.health.ny.gov/facilities/long_term_care/waiver/nhtd_manual/#skiptocontent)

RRDC main phone: 718-816-3555

RRDC Fax: 718-816-3560

### **Medicaid Waiver Program:**

This is a program that provides assistance to people that need Managed Long-term Care to find housing in the community and the proper at home services that they need. This is more than a housing program. It provides home care attendant, meals on wheels etc. You have to qualify for all the services in order to be accepted. For more info call the Regional Resource Development Center(RRDC).

[https://www.health.ny.gov/facilities/long\\_term\\_care/waiver/nhtd\\_manual/#skiptocontent](https://www.health.ny.gov/facilities/long_term_care/waiver/nhtd_manual/#skiptocontent)

RRDC main phone: 718-816-3555

RRDC Fax: 718-816-3560

### **Family Eviction Prevention Services(FEPS and City FEPS):**

Who: Families with children under the age of 18

FEPS is a housing supplement to help prevent evictions and provides rental support to families for up to five years. A household must be in housing court, be receiving public assistance, and Have one child under the age of 18 to apply. Call the appropriate borough.

Learn more: [www1.nyc.gov/site/dhs/permanency/cityfeps.page](http://www1.nyc.gov/site/dhs/permanency/cityfeps.page)

Bronx Works: 718-637-2643

Camba (Brooklyn staten island and queens): 718-6753373

Catholic Charities(Manhattan/Bronx): 212-862-6401

Queens community house: 718-592-5757

### **Special Exit and Prevention Supplement(SEPS):**

Who: Individuals and adult families receiving public assistance

SEPS is a subsidy that is meant to aid individuals and adult families who are in need of stable housing. It provides rent assistance for one year with the possibility of renewals. Individuals who have experienced domestic violence, have served in the military, have been evicted or are staying in a shelter, are welcome to apply. Applicants must receive public assistance to qualify.

Learn more: [www1.nyc.gov/site/dhs/permanency/seps.page](http://www1.nyc.gov/site/dhs/permanency/seps.page)

Brooklyn, Queens and Staten Island(RBSCC): 917-819-3200 or 347-295-3738

Bronx and Manhattan(Bronx Works): 929-252-7110

### **LINC:**

Who: Individuals living in a DHS shelter

Living in Communities (LINC) is a limited rental assistance program for low-income families and single adults living in homeless or domestic violence shelters. Priority will be given to households that have lived in shelters the longest.

Learn more: [www1.nyc.gov/site/dhs/permanency/linc-program.page](http://www1.nyc.gov/site/dhs/permanency/linc-program.page)

DHS main: 212-361-8000

## Where to use vouchers?

Section 8 and Low Income Housing:

<http://www.urbanedgeny.com/apartment-guide/section-8-and-low-income-housing>

NYCHA where you can use vouchers:

<http://www1.nyc.gov/site/nycha/section-8/where-you-can-rent.page>

Program Rentals: <http://www.programrentals.com/>

Voucher apartments Ebay Classifieds:

<http://newyork.ebayclassifieds.com/housing/?q=voucher+apartments&catId=100034&locId=2600176>

## Home Owners:

### Home Affordable Refinance Program(HARP):

If you're not behind on your mortgage payments but have been unable to get traditional refinancing because the value of your home has declined, you may be eligible to refinance through the Home Affordable Refinance Program (HARP). HARP is designed to help you get a new, more affordable, more stable mortgage. HARP refinance loans require a loan application and underwriting process, and refinance fees will apply.

HARP application: <http://harpprogram.org/application.php>

## **Disabled Homeowners Exemption(DHE):**

Provides a property tax exemption to disabled owners of 1, 2, and 3 family houses, condominiums, or cooperative apartments. To be eligible, at least one owner has to have documented physical or mental disability that is not caused by alcohol or drug use, the income of the owners and their spouses combined cannot exceed \$37,399, and the property must be the owners primary residence.

DHE page: <http://www1.nyc.gov/site/finance/benefits/landlords-dhe.page>

## **Assistance at home:**

### **NY Connects:**

NY Connects is a trusted service to get free information about the range of supports that can help you remain independent in your daily life, whether you want to live in your home, a nursing home, or other residential setting.

Bronx: (347) 862-5200

Brooklyn: (718) 671-6200

Manhattan: (212) 962-2720

Queens: (718) 559-4400

Staten Island: (718) 489-3954

<http://www1.nyc.gov/site/nycnyconnects/help/help.page>

## **Heat Energy Assistance Program(HEAP):**

HEAP is a federally funded program that assists low-income New Yorkers with the cost of heating their homes. HEAP also offers an emergency benefit for households in a heat or heat related energy emergency.

HEAP Hotline: 800-342-3009

<https://otda.ny.gov/programs/heap/>

### **Cooling Assistance:**

Cooling Assistance Program is making a limited number of home air conditioners available to eligible New Yorkers with medical conditions exacerbated by heat. The program, supported with \$3 million in funding from the Home Energy Assistance Program. Applications start May 1<sup>st</sup>, 2015. Call HEAP for eligibility or applications.

HEAP: 212-835-7216

<https://otda.ny.gov/news/2013/2013-04-01.asp#content>

### **Weatherization Assistance Program(WAP):**

The Weatherization Assistance Program assists income-eligible families and individuals by reducing their heating and cooling costs and addressing health and safety issues in their homes through energy-efficiency measures. Weatherization services reduce the amount of energy required to heat and cool homes and provide hot water, thus reducing energy consumption, while minimizing the impact of higher fuel costs on low-income families. Household energy-use reductions and resultant energy cost savings are significant, with an average annual savings in excess of 20%.

WAP providers conduct an assessment, or "energy audit," of the residence to identify specific measures to increase energy efficiency. Based on the results of the energy audit, services may include, but are not limited to, sealing cracks and holes to reduce air infiltration; insulation of attics and walls; heating system repairs or replacement; hot water tank and pipe insulation; installation of energy-efficient lighting and refrigerators; window and outside door repair or replacement; minor repairs to ensure that the installed weatherization materials will perform correctly; and mitigation of energy-related health and safety issues, including indoor air quality improvements, correction of ventilation problems that can lead to mold growth, and identification of lead paint hazards.

<http://www.nyshcr.org/Programs/WeatherizationAssistance/>

### **Access to Homes program:**

Access to Homes is a program that provides financial assistance to home owners or renters that need accessibility modifications to better access their homes. Examples include: wheel chair ramps and lifts, handrails, easy-to-reach kitchen work and storage areas, lever handles on doors, roll-in showers with grab bars, etc.

Phone: 866-275-3427

<http://www.nyshcr.org/Programs/AccessToHome/>

### **Project Openhouse(POH):**

The POH mission is to remove "small" readily achievable architectural barriers within an individual's home for qualified applicants with a permanent disability, thereby assisting in gaining greater independence. Examples include...

- Widening doorways within non-structural partitions;
- Conversion of steps into ramps no greater than 18" in height;
- Replacing existing plumbing fixtures with accessible fixtures;
- Removal of sink base cabinets to provide an accessible work surface and/or a sink;
- Installation of accessible amenities such as grab bars, door openers, accessible door handles, accessible height shelving;
- Installing accessible railings;
- Installation / conversion of residential doorbell and/or smoke and carbon monoxide detectors when an audible or visual system is needed; and
- Other barrier removals that may be required by individuals with disabilities subject to review by MOPD.

Contact: Call 311 and ask for the Mayor's Office for People with Disabilities

[http://www.nyc.gov/html/mopd/html/open\\_house/open\\_house.shtml](http://www.nyc.gov/html/mopd/html/open_house/open_house.shtml)

## **Con Ed Customer Central Special Services:**

Find out about free services for Con Ed customers with disabilities.

Phone: 800-293-5680

Website: <http://www.coned.com/customercentral/specialservices.asp>

## **Complaints:**

### **General Housing complaints:**

Call 311 for any housing complaints for private and public housing.

### **Residential maintenance complaints:**

You can make an anonymous complaint about a maintenance problem that is affecting an entire residential building. When reporting a problem in an apartment, you must provide your contact information.

Common maintenance complaints against landlords include:

- Unsanitary conditions such as mold or pests, including mice, bed bugs, or roaches
- Walls or ceilings with water leaks, holes, cracks, or peeling paint
- Doors that are broken or missing
- Windows that are broken or stuck open or closed
- No hot water
- Electrical problems such as no lighting, defective outlets or switches, or wet light fixtures
- Cooking gas that has been shut off
- Doorbells, buzzers, or intercoms that are broken or missing
- Floor or stairs that are damaged
- Sinks, bathtubs, showers, or toilets with plumbing problems
- Safety issues such as broken or blocked fire escapes, or broken or missing smoke alarms, carbon monoxide detectors, or window guards

Fill out the online form: <http://www1.nyc.gov/nyc-resources/service/1950/residential-maintenance-complaint>

Phone: Dial 311

### **Complaints for rent stabilized apartments:**

call Department of Home and Community Renewal.

Phone: 718-739-6400

### **Public Housing and Section 8 Complaints(NYCHA):**

For complaints regarding NYCHA or public housing call the NYCHA Customer Contact Center.

NYCHA Section 8: Phone: 718-707-7771

<http://www1.nyc.gov/site/nycha/residents/customer-contact-center.page>

HPD Section 8 Helpline: 917-286-4300

### **Mental Health facilities and programs:**

The New York State Office of Mental Health(OMH) should be contacted regarding complaints. Persons seeking information about MENTAL HEALTH services or those wishing to voice a complaint about services provided by an OMH licensed or operated program are encouraged to call.

Phone: 800-597-8481

Website:

<http://newyorkcity.ny.networkofcare.org/mh/services/subcategory.aspx?tax=DD-1500.5830>

### **Complaints regarding programs for adults with developmental disabilities:**

call OPWDD information line

Phone: (866)-946-9733

## **HRA Homecare Complaint Hotline:**

For complaints regarding homecare or visiting nurses. This includes mistreatment and abuse.

Complaints for agencies monitored by the city: 929-221-0846

New York State Managed care complaints: 866-712-7197

## **Nursing Home Complaints:**

For nursing home complaints, fill out the Nursing Home Complaint form online or call the Nursing Home Complaint Hotline.

Hotline: **(1-888-201-4563)**

Complaint form:

[https://apps.health.ny.gov/nursing\\_homes/complaint\\_form/complain.action#skiptocontent](https://apps.health.ny.gov/nursing_homes/complaint_form/complain.action#skiptocontent)

## **Department of Health Hospital Complaints:**

The New York State Department of Health is responsible for the ongoing surveillance of acute and primary care facilities in New York State to assure compliance with Article 28 of the Public Health Law. One of our primary program components in fulfilling this responsibility is the complaint review system. State Health Department regulations allow individuals to register complaints with the Department about the care and services provided by hospitals and diagnostic and treatment centers.

Phone: 1-800-804-5447

[http://www.health.ny.gov/facilities/hospital/complaint/complaint\\_form.htm](http://www.health.ny.gov/facilities/hospital/complaint/complaint_form.htm)

## **Elevator or Escalator complaints:**

**Report an elevator that is out of service, dirty or has broken mirrors, glass or light fixtures.**

<http://www1.nyc.gov/nyc-resources/service/1592/elevator-or-escalator-complaint>

Phone: Dial 311

### **City Commission on Human Rights:**

for complaints regarding discrimination or lack of accommodations. You can call the main number.

Phone: 212-306-7450

Schedule appointment: 718-722-3130

Website: <http://www.nyc.gov/html/cchr/html/home/home.shtml>

### **Tenant Harassment Taskforce:**

The Mayor and Attorney General have created a taskforce to fight tenant harassment. Fill out the Tenant Harassment form and mail it to the Attorney General's office.

<http://www.ag.ny.gov/complaint-forms>

Phone: (800) 771-7755

### **Homeless shelter complaints:**

For complaints regarding shelters, Contact the Office of the Ombudsman. The Department of Homeless Services (DHS) formed the Office of the Ombudsman to assist DHS constituents, as well as the public, to access a wide array of information and services. The Office is an independent and impartial unit whose mission is to support New York City's homeless population, assist them on their path to fairer access to essential resources, improve their quality of life while in shelter, and advocate for a meaningful role in the decision-making processes that affect their lives.

DHS Ombudsman: 800-994-6494

DHS Ombudsman page: <http://www1.nyc.gov/site/dhs/prevention/office-of-ombudsman.page>

Contact DHS Commissioner:

<http://www.nyc.gov/html/mail/html/maildhs.html>

### **Public Advocate Latisha James:**

The Public Advocate Office will be providing legal help for ANY tenant facing harassment, unfair rent increases, or unlawful eviction attempts.

Phone: 212-669-7250

Email: [gethelp@pubadvocate.nyc.gov](mailto:gethelp@pubadvocate.nyc.gov)

Website: <http://advocate.nyc.gov/#main>

### **Postal Office Complaints:**

For complaints regarding mail fraud, call the following number.

<https://postalinspectors.uspis.gov/contactus/filecomplaint.aspx>

1-877-876-2455

### **Social Security complaints and fair hearings:**

File a complaint: <https://www.ssa.gov/forms/ha-501.html>

Request for fair hearing: <https://www.ssa.gov/forms/ha-501.html>

### **Judicial Complaints:**

This is how to submit complaints regarding unfair or discriminatory treatment from judges.

New York City Office of Court Administration:

<https://www.nycourts.gov/admin/oca.shtml>

Phone: 212-428-2700

New York State Court Administration Complaints:

<https://www.nycourts.gov/ip/judicialconduct/>

Attorney General Anti Bias line: 1-877-236-3242

The State Commission on Judicial Conduct: 646-386-4800

## **Assistance with applying for disability related programs:**

### **Center for the Independence of the Disabled in New York (CIDNY):**

CIDNY is a non-profit organization that serves people with disabilities. They provide support with housing, benefits, transportation etc. They can help apply for any disability related programs.

<http://www.cidny.org/housing.php>

Main intake: 646-442-4186

Manhattan: 212-674-2300

Brooklyn: 718-998-3000

Bronx: 718-515-2800

Queens: 646-442-1520

Long Island: (516) 796-0144

West Chester: (914) 682-3926

# **Advocacy, Legal Services and Housing Court Accommodations:**

## **Disabled in Action:**

We are a civil rights organization committed to ending discrimination against people with disabilities - all disabilities. We fight to eliminate the barriers that prevent us from enjoying full equality in American society. Founded in 1970, DIA is a democratic, not-for-profit, tax-exempt, membership organization. DIA consists primarily of and is directed by people with disabilities. We believe in the motto, "Nothing about us, without us!"

Phone: 718-261-3737

<http://www.disabledinaction.org/>

## **NY's courts ADA Liaisons:**

For accommodation requests in court, contact the local county ADA liaison.

<https://www.nycourts.gov/accessibility/listbycounty.shtml>

## **Accessibility NY State Courts:**

The New York State Unified Court System is committed to fully complying with the Americans with Disabilities Act by providing services, programs and activities in a way that assures equal and full accessibility for all court users. The Statewide ADA Coordinator is responsible for assisting the courts in assuring access to services and reasonable accommodations for court users who qualify under ADA. For each courthouse, there is an ADA liaison who can help facilitate access to court services, programs and activities.

<https://www.nycourts.gov/accessibility/index.shtml>

## **Law Help New York/City Bar Justice Center:**

Over the phone basic legal advice. Do not provide lawyers.

Phone: 1-212-626-7383

[info@NYLawHelp.org](mailto:info@NYLawHelp.org)

<http://www.lawhelpny.org/>

### **Legal Services NYC:**

Legal Services NYC fights poverty and seeks racial, social, and economic justice for low-income New Yorkers. For more than 45 years, we have challenged systemic injustice and helped clients meet basic needs for housing, access to high-quality education, health care, family stability, and income and economic security. LSNYC is the largest civil legal services provider in the country, with deep roots in all of the communities we serve. Our neighborhood-based offices and outreach sites across all five boroughs help more than 80,000 New Yorkers annually.

Phone: 917-661-4500

<http://www.legalservicesnyc.org/>

### **Probono Legal Services:**

Legal Aid Society: 212-577-3300

City Bar Justice Center: 212-626-7383

New York Legal Assistance Group: 212-613-5000

New York Lawyers for the Public Interest: 212-244-4664

Disability Advocates Inc.: 518-432-7861

Disability Rights Advocates: 212-644-8644

## **Senior Housing:**

### **Health Advocates for Older People:**

Provides tools, techniques and support for older people. They created a housing guide for Manhattan. Guide is attached.

<http://www.hafop.org/seniorhousingopportunities.htm>

### **Department for the Aging(DFTA):**

The Department for the Aging (DFTA) maintains borough-based guides to Alternatives in Senior Housing. Guides include explanations of the different housing types. They also list appropriate borough contact information for adult homes, enriched housing, assisted living programs, Mitchell-Lama built for – or set aside for – the elderly public housing built for the elderly, Section 202, Section 8 and SROs for the elderly.

<http://www.nyc.gov/html/dfta/html/benefits/housing.shtml>