

Getting help with housing and rent in NYC

Updated September 2021

Notes and dates in *pink* indicate programs that may change during the COVID recovery.

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I'm worried about being evicted

- The NYS eviction moratorium is in place until **January 15, 2022**. You need to fill out a [hardship declaration](#), file it with the court and send a copy to your landlord to ensure you are covered. Landlords can challenge hardship declarations, but they need to go to court to do so and you will be able to tell the court about your hardship.
 - *The eviction moratorium is tied to COVID and will end.*
- If your landlord is trying to evict you because of something other than nonpayment of rent (tenant behavior, state of the apartment, etc.) - or for rent payments after the moratorium ends - contact legal representation **before** responding to your landlord. All New Yorkers have access to free legal advice and representation for eviction cases.
 - Call the **New York City Tenant Helpline** (call 311 & ask for the Tenant Helpline) or **Housing Court Answers** (212-962-4795 or 718-557-1379 M-F 9a-5p) to be connected to assistance.
 - You can also call or visit one of the city's [Homebase](#) offices (find your local office [here](#)) to be connected to legal help, a one-shot deal (help paying back rent) and other support services to help you stay in your home.
 - Read more about legal services for tenants offered by NYC's [Office of Civil Justice](#) [here](#).

I need help paying rent

- *If you're currently living in an apartment and want to stay there:*
 - The New York State [Emergency Rental Assistance Program \(ERAP\)](#) helps households below [80% of the area median income](#) pay back rent or utility payments (arrears) for any period after March 2020. Immigrants without legal status are [eligible](#) and this [helpline](#) provides assistance specifically to immigrant households. *This program is tied to COVID and will end.*
 - You may be eligible to get help paying **back rent** (AKA “one shot deal”, “arrears” or “emergency rental assistance”) through the “one shot deal” program. Apply online through [ACCESS HRA](#) and contact [Homebase](#) for assistance. You will need to meet certain income and immigration requirements.
 - You may be eligible to get help paying **ongoing rent** through the [FHEPS](#) program if you meet certain income and immigration requirements in line with being eligible for Cash Assistance. Typically you **also** needed to have a formal eviction notice in order to receive the FHEPS benefit, but [New York State \(NYS\) waived](#) the “lawsuit

requirement” until at least **January 15, 2022** (in line with the State eviction moratorium). If you’re already receiving Cash Assistance, apply online through [ACCESS HRA](#). If you’re not already receiving Cash Assistance, contact [Homebase](#) for assistance.

- *The FHEPS program is **not** tied to COVID and will continue to be available, but the eligibility requirements may change.*

- **If you’re currently living in a shelter, on the street, or need a new living arrangement:**
 - You may be eligible to get help paying ongoing rent through the [CityFHEPS](#) program. If you don’t have an available shelter case worker, contact [Homebase](#) for assistance.
 - If you’re NOT living in a shelter or on the street, you are eligible if you are facing eviction AND have previously stayed in a DHS or HRA shelter OR have an open Adult Protective Services (APS) case OR live in a rent-controlled apartment and will use the benefit to stay there. You are also eligible if you’re a veteran at risk of homelessness, or if you receive specific permission from the city. *Read the exact [eligibility](#) requirements.*
 - If you are living in a shelter or on the street, your shelter case worker can help determine if you’re eligible for CITYFHEPS. Typically you are eligible if your income is under 200% of the federal poverty line (see [chart](#) on page 2) AND are on Cash Assistance if eligible AND are not eligible for the FHEPS program AND meet certain other requirements. The other requirements include shelter stay duration, employment or disability criteria, or age - *read the exact [eligibility](#) requirements.*
 - You may be eligible to get help paying **ongoing rent** through the [FHEPS](#) program if you meet certain income and immigration requirements in line with being eligible for Cash Assistance. Typically you **also** needed to have a formal eviction notice in order to receive the FHEPS benefit, but [New York State \(NYS\) waived](#) the “lawsuit requirement” until at least **August 31, 2021** (in line with the State eviction moratorium). If you’re already receiving Cash Assistance, apply online through [ACCESS HRA](#). If you’re not already receiving Cash Assistance, contact [Homebase](#) or your shelter case worker for assistance.
 - *The FHEPS program is **not** tied to COVID and will continue to be available, but the eligibility requirements may change.*
 - You may be eligible for permanent supportive housing if you have a documented mental illness, substance use condition and/or chronic health condition, and have experienced long-term homelessness. You will need the assistance of a DHS shelter worker, street outreach worker, or a social service agency to assist you with applying for supportive housing. If you are not connected with a social service worker that can help contact [Homebase](#) for assistance.

I need a place to sleep tonight (*be sure to read all options because you may fall into multiple categories*)

- **I’m a parent with children under 21, or am pregnant:** You may want to enter a DHS shelter. Shelter intake for families with children called Prevention Assistance and Temporary Housing (PATH). It’s located at 151 East 151st Street, Bronx, NY and can be reached at 718-503-6400. Families must be determined eligible to receive a shelter

placement, but the city will provide housing until that determination is made. More info on what you need to apply is on this [PDF](#) and this [website](#).

- **I'm an adult with a partner and/or adult child(ren):** You may want to enter a **DHS** shelter. Shelter intake for adult families is called the Adult Family Intake Center (AFIC). It's located at 400-430 East 30th Street, New York, NY. Families must be determined eligible to receive a shelter placement, but the city will provide housing until that determination is made. More info on what you need to apply is on this [website](#).
- **I'm a single adult male:** You may want to enter a **DHS** shelter. Shelter intake for adult men is called the 30th St Intake Center.. It's located at 400-430 East 30th Street, New York, NY. If you have been to a shelter in the last 12 months, you should return there instead of Intake. More info on what you need to apply to bring with you is on this [website](#).
- **I'm a single adult female:** You may want to enter a **DHS** shelter. Shelter intake for adult women has 2 locations - you may go to either one. The HELP Women's Shelter is located at 116 Williams Avenue (between Liberty Avenue and Glenmore Avenue), Brooklyn, NY. The Franklin Shelter is located at 1122 Franklin Avenue (near 166th Street), Bronx, NY. If you have been to a shelter in the last 12 months, you should return there instead of Intake. More info on what you need to apply to bring with you is on this [website](#).
- **I'm a young person under 25:** You may want to enter a **DYCD** shelter or drop in center, which are specifically for youth. There is no centralized intake - you should call or go to a site listed on this [PDF](#) that looks to best match your needs.
- **I don't want to enter shelter, but I want a place to get help with resources.** You may want to go to a drop-in center, which provides showers, meals and connection to other services, but not beds for people experiencing homelessness on the street. This [PDF](#) lists the addresses and phone numbers of the drop-in centers.
- **I have experienced domestic violence:** You may want to enter a shelter specifically for people (single adults and families) who have experienced domestic violence. **DV** shelter locations are NOT public. Please call NYC's 24-Hour Domestic Violence Hotline: 1-800-621-HOPE for assistance being connected to a DV shelter, and see this [website](#) for more information on the support services offered by NYC.
- **I have HIV/AIDS (asymptomatic or symptomatic):** You may want to enter a shelter specifically for people with HIV/AIDS. This requires enrolling in **HASA** (HIV/AIDS Services Administration) services. You can still go to a DHS intake facility and they will help connect you with HASA shelter and services. The HASA enrollment service line is open Monday through Friday, 9 AM to 5 PM at 212-971-0626. More information about HASA is at this [website](#).
- **I lost my housing because of a fire or city-issued vacate order.** You may want to enter an **HPD** shelter or hotel. Call 212-863-8561 for assistance.

I want to get my stimulus check and/or child tax credit payment

- On July 15, 2021 the IRS opened advance access to expanded [child tax credit payments](#). People who don't normally file taxes can still get this benefit. Use this [IRS tool](#) for non-filers to get your child tax credit payment. New Yorkers earning less than \$68K/year can also receive [free tax prep help](#), including information about late filing, the recovery rebate checks and child tax credit payments.
- If you didn't get a first or second round check, you can get a [recovery rebate check](#) by filing your 2020 taxes returns (even if you normally don't have to file taxes). If you meet immigration status requirements and are 18+ years of age, you are eligible for a stimulus check regardless of your housing status. See more detail from the IRS [here](#).