

Dear Neighbor,

With the growing shortage of affordable housing—for both renters and homeowners—there has never been a more important time to understand your rights and how housing laws apply to you. There is not enough space to address all the pertinent facts, so this newsletter covers the issues which come up most frequently in my District Office. Please be aware that there are exceptions to many of the guidelines outlined here and that my office cannot provide legal advice.

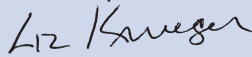
As someone who has spent decades fighting for affordable housing, I am deeply disappointed by the Senate leadership's refusal to permit any votes on bills to expand tenants' rights or meaningfully increase investment in affordable housing. New York's rent regulation laws, which govern the rights of almost two million residents, expire in June 2015. Although tenants are understandably anxious whenever the laws come up for renewal, next year will be an important opportunity for everyone concerned about housing affordability to work together to make sure the laws are strengthened. Residents interested in getting involved can contact any of the tenant organizations listed on page 4, or join me for a forum I will be hosting on September 18th: "Everything You Want to Know About Rental Housing in NYC." This forum will take place at Lighthouse Guild International, 111 East 59th Street, 6:30-8:30 p.m.

There was one bright spot this year in Albany for housing. After years of fighting to increase the income eligibility limits for the Senior Citizen Rent Increase Exemption (SCRIE) and Disabled Rent Increase Exemption (DRIE) programs, I am pleased that the state finally granted New York City the authority to raise the income caps to \$50,000. These increases will help thousands of senior and disabled tenants remain in their homes. Additional details about both programs are on page 3.

While the problems faced by condominium owners and co-op shareholders are often different from those faced by renters, my office receives many inquiries from residents who are confused about their rights and responsibilities. Page 3 provides an overview of the rights of shareholders and owners, as well as property tax exemptions for which they may be eligible.

If you need more information, additional copies of this newsletter or help with individual or building-wide problems, please contact my office.

Sincerely,



Liz Krueger
State Senator

QUESTIONS AND ANSWERS ABOUT TENANTS' RIGHTS

What services are tenants entitled to?

Numerous city and state laws guarantee tenants certain essential services and protections. Tenants have the right to a safe, well-maintained, livable apartment, to organize tenants' associations and to make complaints about lack of services without reprisals.

Owners must: register with the NYC Department of Housing Preservation and Development (HPD) the name of both the owner and managing agent authorized to make emergency repairs and list a phone number in the building where the owner/agent can be reached at all times; provide regular extermination services if needed; provide daily garbage disposal; keep public areas clean and free of vermin; provide janitorial services; and keep the building in good repair.

What are my responsibilities as a tenant?

Tenants have responsibilities to both the building owner and their neighbors. Tenants must pay their rent on time, discipline their pets, comply with their leases, keep noise levels down and, if required in the lease, cover floors with rugs or carpeting.

What if I don't receive proper services or repairs?

If you have a problem with services or need repairs, first speak to the owner or agent. If they fail to respond, put it in writing and mail it by certified mail, return receipt requested. Keep copies of all correspondence and records of conversations. Many of the organizations listed on page 4 provide sample letters and details about obtaining repairs on their websites. If the owner does not act in a reasonable period of time consider these options:

Request a Code Enforcement Inspection. File a complaint with HPD by calling 311. HPD will send inspectors who can issue orders to correct violations.

Go to Housing Court. If your problem is serious, you may want to initiate a case in Housing Court—known as an "HP action." If the problem is building-wide, it may be a good idea to take legal action with other tenants. To bring an owner to court, three forms must be completed and served on the owner (the forms are obtainable from the Housing Court at 111 Centre Street). Judges can levy fines, issue orders to correct violations, and appoint special administrators to run

problem buildings. There is a \$45 filing fee, but it may be recovered if you win your case. If you cannot afford the fee, you may apply to have it waived.

For more information on Housing Court, contact Housing Court Answers or visit the Housing Court website (see page 4 for details).

Seek a rent reduction. Rent-regulated tenants can file an application with the State Division of Housing and Community Renewal (DHCR) for a rent reduction based on decreased service(s). DHCR has the authority to order a rent reduction until services are restored. Separate complaint forms are available for individual and building-wide issues. You can obtain the forms from DHCR by calling 718-739-6400 or download them from the agency's website (<http://www.nyshcr.org/Forms/>).

Is my apartment rent-controlled or rent-stabilized?

While there are exceptions to these general rules, your apartment is probably **rent-controlled** if your building was built before 1947, contains three or more apartments, and you or a family member moved in before July 1, 1971. Generally, controlled tenants have one original lease or no lease.

Your apartment is likely **rent-stabilized** if your building has at least six apartments, and either 1) was built between 1947 and 1973; or 2) was built before 1947 and you moved in after June 30, 1971. Apartments in buildings constructed after 1973 are not subject to regulation unless the owners receive government tax benefits such as J-51 or 421-a abatements. All apartments in a building, regardless of the rent level, are rent-stabilized if a building is receiving J-51 or 421-a tax benefits.

Some apartments that meet the general criteria for rent stabilization are exempt due to the rent level, the timing of past vacancies, or the rent and income of a tenant in occupancy. Special rules also apply to buildings owned by non-profit institutions.

What about market-rate apartments?

Rental apartments not subject to the rent stabilization or control laws are known as "market-rate" apartments. Rents for market-rate apartments are negotiated, and the lease the parties sign dictates the terms of the tenancy. Owners of market-rate apartments are not required to offer tenants renewal leases and there are no limits on rent increases. Despite the exemption from rent regulation, there are a number of laws which apply to all apartments, such as the Warranty of Habitability, the Housing and Maintenance Code, the Multiple Dwelling Law, and the Roommate Law.

Is my building required to have a superintendent?

Owners of buildings with nine or more apartments must either provide janitorial services themselves if they live on-site or hire a super who lives in the building or within 200 feet. The name and 24-hour phone number of the person responsible for janitorial services must be posted in the lobby. If these services are not provided, you can file a complaint with HPD by calling 311.

What about heat and hot water?

During the heating season (October 1 through May 31), owners must provide heat as follows: from 6am to 10pm, if the outdoor temperature is below 55 degrees, apartments must be heated to at least 68 degrees. Between 10pm to 6am, if the temperature is below 40 degrees, apartments must be at least 55 degrees. Hot water must be supplied all year at a minimum temperature of 120 degrees.

If you do not have adequate heat or hot water, keep a daily record and notify your landlord. If the situation does not improve, file a complaint by calling 311.

Am I entitled to have my apartment painted?

City law requires apartments in buildings with three units or more to be painted every three years. If your apartment has not been painted, put your request in writing. If you do not receive a satisfactory response, you can file a complaint by calling 311.

May I install my own appliances?

Tenants must return their apartments in the same condition in which they were rented. Tenants may not remove any appliances installed by the owner without first receiving written permission. In many cases, making permanent physical changes without permission can be grounds for eviction.

What about security deposits?

Owners are entitled to collect a security deposit limited to one month's rent from regulated tenants. Security deposits for market-rate apartments are not limited. Owners of buildings with six or more apartments must place security deposits in separate interest-bearing accounts and inform tenants of the name of the bank. Tenants may request to have the interest paid annually (minus a 1% administration fee), applied towards the rent or paid in a lump sum when they move.

Tenants are entitled to receive the security deposit back once they leave at the end of the lease if the owner determines no damage (beyond normal wear) has been done. Complaints regarding security deposit issues can be filed with the State Attorney General's Office or in Small Claims Court.

Can an apartment be rented for less than 30 days?

In NYC, it is illegal to rent an entire apartment located in a building with three or more apartments for less than 30 days. Such rentals are commonly known as “illegal hotels.” Rentals of less than 30 days also violate the terms of almost all leases, as well as co-op and condominium bylaws. While the law does not prohibit permanent residents from renting individual rooms within their apartments if they remain in occupancy the entire time, such short-term rentals may nonetheless violate the apartment lease or building bylaws.

If you suspect apartments are being rented in your building for less than 30 days, you can report this activity to 311 and/or my office.

Can the owner enter my apartment?

Owners must have access to your apartment in an emergency such as a fire, broken water pipe or gas leak. Owners are also permitted to enter apartments with reasonable notice to inspect and make needed repairs. Tenants may install an additional lock but must provide the landlord a duplicate key if one is requested. Failure to grant reasonable access can be grounds for eviction.

May I have pets in my apartment?

If your lease specifically permits pets or is silent on the issue, then you may have pets. Lease clauses banning pets are binding. However, “no-pet” clauses are void if owners don’t act to enforce them within three months of the time the tenant began openly keeping a pet. Additionally, owners must make exemptions to “no-pet clauses” for disabled tenants who need service animals.

Is my landlord allowed to charge me late fees?

If you are a rent-regulated tenant and your first lease authorized late fees, your landlord can charge them. Late fees must be “reasonable” which is generally defined as less than 5% of your monthly rent. Clauses authorizing late fees cannot be added renewal leases if they were not in the initial lease.

If you are a market-rate tenant, late fees may only be collected if your lease permits them.

Is my landlord allowed to charge me legal fees?

Landlords cannot impose legal fees on tenants unless the tenant’s lease permits the landlord to seek legal fees, the tenant is brought to court by the landlord, and either a judge orders the tenant to pay legal fees or the tenant agrees to them in a court-approved stipulation.

Can I be evicted?

The laws governing eviction are complex and vary based on the type of housing. However, anyone has lived in a home for 30 days or longer in NYC can only be legally evicted if the owner has filed an eviction case in Housing Court and obtained a judgment of possession. Attempting to evict a tenant without obtaining a judicial order is a criminal offense and should be immediately reported to the police. Anyone facing possible eviction is strongly advised to seek legal assistance.

While there are some exceptions, if you are a rent-regulated tenant you can only be evicted if you fail to pay your rent, do not use the apartment as your primary residence, or violate a substantial obligation of your tenancy. If you are a market-rate tenant, you cannot be evicted until your lease expires unless you fail to pay your rent or violate a substantial obligation of your lease.

How are rent increases determined for rent-stabilized and rent-controlled apartments?

Increases for **stabilized apartments** are established annually by the NYC Rent Guidelines Board. For renewal leases starting between October 1, 2013 and September 30, 2014, the guidelines are: 4% for a one-year lease and 7.75% for a two-year lease. The increases for leases commencing between October 1, 2014 and September 30, 2015 are 1% for a one-year lease and 2.75% for a two-year lease.

Increases for **controlled apartments** are derived from two figures: the Maximum Base Rent (MBR), a maximum ceiling for rents, and the Maximum Collectible Rent (MCR), the amount an owner can actually collect. New MBRs are determined every two years by DHCR. The annual MCR cannot exceed 7.5%, and there are conditions owners must meet to qualify for the increase.

What additional increases can affect regulated apartments?

New Appliances: If an appliance provided by the owner breaks, the tenant is entitled to have it repaired or replaced with a used appliance in good working order. If a tenant opts for a new appliance, an owner is entitled to a permanent monthly rent increase equal to 1/40th of the item’s cost if the building contains 35 or fewer apartments, and 1/60th of the cost if the building has 36 or more apartments. Owners must obtain written consent from tenants in occupancy before installing new appliances. Owners are also entitled to 1/40th or 1/60th increases for new equipment or improvements in vacant apartments.

Major Capital Improvements (MCIs): Eligible MCIs must contribute to the operation, maintenance and preservation of a building, and directly or indirectly benefit all the tenants. The most

common improvements are new roofs, elevators, boilers, or windows in every apartment. Completion of the improvements may entitle the owner to increase your rent, subject to approval by DHCR. MCIs are permanent rent increases which are 1/84th of the total cost of the improvement, divided by the total number of rooms in your building, and then multiplied by the total number of rooms in your apartment. MCI increases are capped at 15% annually for controlled tenants and 6% for stabilized tenants.

When DHCR begins processing an MCI application, tenants receive a notice outlining the work and increase sought. Tenants have 30 days to challenge an application. DHCR may reject or delay MCI applications if owners have not maintained required services or there are current immediately hazardous violations in a building. Do not pay any MCI increase until you have received a copy of the DHCR order authorizing the increase. Additional information about MCIs is available from many of the organizations listed on page 4.

How can I check my legal rent?

The legal rent is the highest rent an owner is allowed to charge for a rent-regulated apartment, and is established by the apartment’s history of vacancies, lease renewals and renovations. Landlords are required to include the legal rent on all leases and to register it with DHCR every year. If you think you are being charged more than the legal rent, you can obtain a copy of your apartment’s rent registration history from DHCR by calling 718-739-6400, and then file a complaint with the agency.

Changes made to DHCR’s regulations in 2014 grant new rent-stabilized tenants the right to obtain information about any individual apartment increases (IAls) made before they moved in (see below for more information). New tenants must request this information from their landlord via certified mail within 60 days of signing their first lease. The owner is required to provide information within 30 days. Tenants who do not receive the documents requested may file a complaint with DHCR.

What is a “preferential rent”?

Some rent-stabilized tenants pay a rent lower than the legal rent for their apartment – this rent is called a “preferential rent.” In most cases, this rent was negotiated when the tenant first moved in because of building or market conditions. While the law generally allows a landlord to raise the rent from the preferential rent to the legal rent on any lease renewal, certain legal conditions must be met. Tenants who are informed their preferential rents are being terminated should consult a tenant organization or attorney for guidance.

Do I have the right to a lease renewal?

Unfortunately, market-rate tenants are not entitled to lease renewals. Owners of market-rate units have discretion over whether to renew a lease and the terms of any renewal.

Rent-stabilized tenants have the right to renew their leases for either a one- or two-year period under the same terms and conditions as their original leases. Owners must offer renewal leases between 150 and 90 days prior to the expiration of the tenant’s lease, or state the reason why they are not renewing the lease. If you don’t receive a timely renewal offer, send the owner a certified letter, return receipt requested. If no renewal is forthcoming, you can file a complaint with DHCR. Until you receive a proper renewal lease, your current lease remains in effect. *Please keep in mind that a tenant’s failure to respond within 60 days to a lease renewal offer may lead to eviction proceedings.*

There are very limited circumstances in which an owner can deny a stabilized tenant a renewal lease. Tenants should seek advice from a tenant group or attorney if they receive any notices stating that they are not being offered renewal leases.

Can my spouse be added to my existing lease?

If you are a stabilized tenant, you have the right to add your spouse to your lease at any time. Simply write a letter to the owner asking that your spouse be added and send the letter by certified mail, return receipt requested; you can include a copy of the marriage certificate if you are asked to provide proof. You can file a complaint with the DHCR if the owner does not comply. Unfortunately, tenants are not entitled to add other family members to an existing lease.

Can my family member remain in my apartment if I move away or die?

Certain family members have the right to claim succession rights to a rent-stabilized or controlled apartment, and become the tenant of record, if they meet particular requirements. The law grants succession rights to two categories of people: “traditional family members” and “non-traditional family members.” The person claiming succession rights must have lived with the former tenant of record as a primary resident for at least two years, or at least one year if the individual is disabled or age 62 or over.

“Traditional family members” include only spouses, children, parents, stepchildren, stepparents, siblings, grandparents, grandchildren, parents-in-law and children-in-law. “Non-traditional family members” are occupants who can demonstrate that they shared a long-term close, emotional and financial relationship with

the previous tenant that resembles an immediate family relationship.

Succession rights can only be claimed when the previous tenant vacates the apartment. However, tenants who know that they will need to assert succession rights in the future may find it helpful to consult a tenant organization to ensure that they are fully prepared. Tenants whose succession rights are challenged are advised to contact a tenant organization or attorney.

What is “luxury decontrol”?

Apartments with legal regulated rents of at least \$2,500 can be deregulated if the occupants have an adjusted gross income of \$200,000 or greater for both of the two previous years. In order to apply to DHCR for deregulation order, the owner must send the tenant an “Income Certification Form” by May 1 of each year. If the tenant fails to return the form, or if the owner disputes the information submitted, the owner can file a Petition for Deregulation. DHCR will then attempt to obtain the income information from the tenant. If the tenant either shows an income of over \$200,000, or fails to return the form within 30 days, DHCR can issue a decontrol/destabilization order.

What does “primary residence” mean?

To be entitled to the protections of rent regulation, tenants must maintain their apartment as their “primary residence”. While the law does not provide a single definition of primary residence, the following factors are frequently considered: 1) the use of another residence for more than half the year; 2) the use of another address on a tax return, motor vehicle registration, voter registration or other government form; 3) subletting of the apartment. There are exceptions to these guidelines for residents who are absent from their apartments for employment or educational purposes, to care for a relative or to obtain medical treatment. The failure of a rent-regulated tenant to use an apartment as a primary residence is grounds to deny a renewal lease. A tenant whose primary residence is challenged should contact a tenant organization or attorney.

May I have a roommate?

Provided a tenant occupies the apartment as his or her primary residence, each tenant named on a lease has the right to have one unrelated roommate and that roommate’s dependent children reside with them. Immediate family members of the named tenant do not count as roommates. Tenants who take in a roommate are required to notify the owner within 30 days but do not need to receive permission. Tenants should not charge roommates more than a proportionate share of the rent---doing so can be grounds for eviction and/or overcharge proceedings. If the tenant named in the lease leaves, the remaining occupant has no right to the apartment without the owner’s consent.

What are my rights to sublet my apartment?

Unless greater rights are detailed in their leases, rent-stabilized tenants have the right to sublet for two out of every four years subject to the owner’s consent, which cannot be unreasonably withheld. If the apartment is furnished, the rent charged to a subtenant cannot exceed the legal rent plus a 10% surcharge, payable to the tenant. The owner is also entitled to collect an additional 10% surcharge from the tenant. Rent-controlled tenants do not have the right to sublet.

Are building owners required to make accommodations for disabled tenants?

NYC’s Human Rights Law protects the rights of people

with disabilities by requiring landlords, co-ops and condominiums to make “reasonable accommodations” for disabled tenants, shareholders and owners. A “reasonable accommodation” can be either structural (such as installing a building entrance ramp or grab bars) or involve a policy change (such as waiving a no-pets policy). For an accommodation to be considered reasonable, it must be related to the resident’s disability, be financially and architecturally feasible, and not harm other residents. The law requires building owners to pay for accommodations that meet these criteria.

Residents with disabilities should notify their landlords of any needed accommodations. Residents may be asked to provide documentation from a health care provider that describes the nature of the disability and the functional limitations it imposes. If the building owner ignores or rejects a request, a complaint can be filed with the NYC Human Rights Commission by calling 212-306-7450.

Who is eligible for the Senior Citizen Rent Increase Exemption (SCRIE) program?

The SCRIE program freezes rents for tenants and provides a tax abatement for owners. To be eligible for SCRIE, you must be 62 years of age or older, live in a rent-regulated apartment, have a household income (after taxes) of \$50,000 or less, and pay more than one-third of your income in rent. The NYC Department of Finance (DOF) processes applications and requires tenants to recertify every two years. Tenants who experience a permanent decrease in income of more than 20% can apply to have their benefits recalculated.

Figures show that only a fraction of eligible residents have applied for SCRIE. To obtain an application, call 311, download one from the DOF website or contact my office. The DOF operates a **SCRIE/DRIE service center** at 66 John Street (3rd Floor) that is open weekdays from 8:30am to 4:30pm.

Many senior centers and other community organizations organize SCRIE clinics to help seniors determine if they are eligible and fill out applications. In my district, Lenox Hill Neighborhood House offers monthly SCRIE clinics; call 212-218-0509 to schedule an appointment.

Who is eligible for the Disabled Rent Increase Exemption Program (DRIE)?

The DRIE program freezes the rents of disabled people living in rent-regulated apartments and provides a tax abatement for the owners. To be eligible for DRIE, residents must pay more than one-third of their incomes in rent, meet the income eligibility requirements, and receive either Social Security Disability, Supplemental Security Income, a Veterans’ Affairs disability pensions or disability-related Medicaid. As of this writing, the income eligibility limits for DRIE are lower than for SCRIE but are likely to be increased to \$50,000 in the very near future. Both houses of the state legislature recently passed a bill in granting NYC permission to raise the DRIE limit to \$50,000. This increase will go into effect once the bill increasing the eligibility threshold is signed by the governor, and similar legislation is passed by the City Council. To obtain an application, you can call 311, download one from the DOF website or contact my office.

What should I do with all that stuff?

What we do in the privacy of our own home may impact the quality of life of those living near us. Unfortunately, hoarding and excessive clutter can cause you to lose your apartment. I have published a resource guide to assist you, “What to do With All That Stuff.” Call my office or go to my website for a copy of the guide.

THE RIGHTS OF CO-OP SHAREHOLDERS AND CONDOMINIUM OWNERS

The rights of co-op shareholders and condominium owners are derived from a complex set of laws, regulations, and individual building by-laws and corporate documents. Offerings of condominiums and co-ops are regulated by the Attorney General under the General Business Law, a statute designed to protect potential buyers from fraud through detailed disclosure requirements. Once co-op and condominium plans are declared effective, condominiums fall under the state’s Condominium Act and co-ops fall under the Business Corporation Law – the same statute that regulates the state’s major corporations.

Although both of these statutes grant owners and shareholders some rights, their primary purpose is to require co-ops and condominiums simply to address certain issues in their operating documents. Among the rights of shareholders and condominium owners under various state and city laws are:

- the right to “quiet enjoyment” and peaceful use of the apartment and all public areas and facilities within the co-op or condominium;
- the right to expect that common areas will be maintained in proper condition, as required under the state’s “Warranty of Habitability;”
- the right to receive all services and use all common facilities available to all other owners in a non-discriminatory manner;
- the right to be charged only the approximate proportionate share of the expenses of the co-op or condominium;
- the right to a list of all shareholders in the co-op corporation;
- the right to participate in an annual meeting of all shareholders or unit owners and to receive timely notice of the annual meeting or any special meetings;
- the right to inspect the minutes of all shareholders’ or condominium association meetings;
- the right to receive an annual financial statement;
- the right to vote to amend the Proprietary Lease, Certification of Incorporation, Declaration of Condominium or Bylaws;
- the right to be counted in elections proportionate to units or shares owned.

Despite these rights, shareholders and condominium owners who believe they have been treated unfairly sometimes feel that the deck is stacked against them when they seek changes, particularly when the board is still controlled by the sponsor. You can find additional information about how to deal with issues involving condominium and co-op boards on the State Attorney General’s website.

PROPERTY TAX EXEMPTION PROGRAMS

New York State homeowners qualify for the **Basic School Tax Relief (STAR)** program regardless of age if their annual adjusted gross income is \$500,000 or less and the property is their primary residence (meaning they live in the home for more than six months each year). STAR provides savings of approximately \$280 a year. Residents 65 and older who qualify for Basic STAR and have an annual household income less than \$81,900 are eligible for **Enhanced STAR** which provides average yearly savings of \$560.

The **Senior Citizen Homeowners' Exemption (SCHE)** is a partial property tax exemption available for property owners, aged 65 years or older, who have an annual adjusted gross income below \$37,400. *Note: Applicants who qualify for SCHE automatically are eligible for the Enhanced STAR exemption. Individuals who file for SCHE do not have to file a separate application for STAR.*

The **Disabled Homeowners' Exemption (DHE)** provides a partial property tax exemption for property owners who have a medically certifiable disability and an annual income below \$37,400.

The **Veterans' Tax Exemption** is a partial property tax exemption for property owners who served in the U.S. armed forces in World War I, World War II, Korea, Vietnam or the Gulf War. The spouses, registered domestic partners, parents of those service members killed in action in any of the wars listed above, and the unmarried surviving spouses of eligible veterans may also receive the exemption. Legislation is currently pending to expand this benefit to veterans of the wars in Iraq and Afghanistan.

All of these tax exemption programs are administered by the NYC Department of Finance, and are applied for using a single application. For more information, or to receive an application, you may contact my office, call 311, or download one from the Department of Finance website.

Eligible property owners must submit their applications by March 15th in order to qualify to have the benefits reflected in their next annual tax bill.



New York State Senate, Albany, NY 12247



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State Senator Liz Krueger's Report To New Yorkers On Housing

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SAVE THE DATE

Everything You Want to Know About
Rental Housing in NYC
Thursday, September 18, 2014
6:30 p.m. – 8:30 p.m.
Lighthouse Guild International
111 East 59th Street

Important Housing Phone Numbers and Websites

You may file complaints regarding a wide range of building problems (such as heat, hot water, elevators, noise, garbage, building safety, asbestos and illegal construction) by calling 311. An inspector from the appropriate agency will then further investigate the situation. Be sure to make a note of your complaint number so you can monitor the status of the complaint.

- NYS DHCR.....<http://www.nyshcr.org/>
- NYC HPD.....www.nyc.gov/hpd
- NYS Attorney General.....<http://www.ag.ny.gov/>
- NYC Human Rights Commission.....www.nyc.gov/cchr
- NYC Rent Guidelines Board.....<http://www.nycrgb.org/>
- NYC Housing Court.....<http://www.nycourts.gov/courts/nyc/housing/>
- Law Help.....<http://www.lawhelpny.org/>
- Council on NY Cooperatives & Condominiums.....<http://www.cnyc.com/>
- Metropolitan Council on Housing.....<http://metcouncilonhousing.org/>
- Tenants and Neighbors.....<http://www.tenantsandneighbors.org/>
- Housing Court Answers.....<http://www.cwtfhc.org/>

Tenant advocacy groups:

- Metropolitan Council on Housing.....(212) 979-0611
- Tenants and Neighbors.....(212) 608-4320
- Housing Court Answers.....(212) 962-4795

Sources of legal assistance for eligible, low-income renters:

- MFY Legal Services..... (212) 417-3812
- MFY Seniors Project.....(212) 417-3880
- Lenox Hill Neighborhood House.....(212) 218-0503
- Manhattan Legal Services.....(646) 442-3100
- Legal Aid Society..... (212) 577-3300
- NYC Bar Association Legal Hotline.....(212) 626-7383

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