

Testimony from Neighborhood Housing Services of New York City
Joint –Public Hearing: Cost and Availability of Insurance for Residential Property
11.17.2025

Good morning. Thank you for the opportunity to testify on behalf of Tonya Ores, CEO of Neighborhood Housing Services of New York City. My name is Monroe Shannon, Program Manager for Insurance and Resiliency Services.

For forty-three years, NHS of New York City has promoted and preserved affordable homeownership for low- and moderate-income New Yorkers. Each year, we reach more than 50,000 people across all five boroughs through our homebuyer workshops, homeowner education, and community outreach. In our direct programming—which includes home repair programs, foreclosure prevention, and insurance and resiliency counseling—we work closely with thousands of homeowners to help them access and maintain stable and secure housing.

What We Are Seeing Among Small Homeowners

Through workshops and one-on-one counseling, we have assisted dozens of homeowners this year with insurance-related problems. We are regularly seeing:

- Sharp premium increases, in some cases thousands of dollars
- Non-renewals unless homeowners make repairs they cannot afford
- Difficulty finding insurers willing to cover older homes
- Reduced coverage or higher deductibles, even as costs climb
- More homeowners considering going uninsured once their mortgage is paid off

For low- and moderate-income homeowners—particularly seniors—these pressures are creating real instability. Some are stretching already thin budgets; others are reducing coverage or facing the risk of losing their homes if insurance becomes unaffordable.

Homeowner Stories

Two recent examples illustrate this reality.

Ms. D, a two-family homeowner in Brooklyn, had gone more than ten years without homeowners insurance. When she applied for a repair grant, she learned she needed coverage but feared the



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cost. We helped her compare five quotes and understand her options. She ultimately secured a policy within her budget and is now better protected.

Ms. L, another homeowner, received notice that her premium would rise by more than \$2,000. Living on a fixed income and recovering from surgery, she feared she could not afford this increase along with her mortgage payments. After reviewing her policy with us, she was able to return to her insurer and negotiate—not just avoiding the \$2,000 increase but reducing her premium by more than \$250, all while maintaining robust coverage.

We are seeing situations like these regularly across New York City.

What We Ask of the Senate Committees

As you consider policy responses, we urge you to focus on the needs of small, low- and moderate-income homeowners who are struggling to stay insured.

We respectfully ask that you:

1. Support solutions that help small homeowners remain insured, including assistance for repairs and upgrades required for coverage.
2. Strengthen consumer protections around non-renewals; excessive premium increases, and insurer-driven repair demands.
3. Support the nonprofits that provide direct homeowner services, who play a critical role in helping families understand their options and avoid financial harm.

This support is essential to keeping families safely housed.

Closing

Thank you for the opportunity to testify. NHS of New York City stands ready to work with you to protect small homeowners—particularly low- and moderate-income families—so they can maintain safe, stable, and properly insured homes in every neighborhood across our city.

I welcome any questions you may have.



NHSNYC Provides Resources to Stabilize Neighborhoods

