



Supportive Housing Tenant Notice Of Rights

Implementation Overview

Local Law 15 (2022)

NYC Administrative Code § 21-149(c)

Supportive Housing Tenant Notice of Rights

- New Local Law 15 (2022) goes into effect May 9, 2022. Requires every program of supportive housing services in contract with a New York City agency (“provider”) to provide, to each tenant or prospective tenant, a notice of tenant’s rights on the following occasions:
 - At the time of the tenant/prospective tenant interview,
 - At the time of initial occupancy of a unit,
 - At each lease or program agreement renewal, and
 - Upon request.
- The law does not establish new rights; it notifies tenants of existing rights.
- The rights described in this notice may apply to some, but not to all, of the residents living in supportive housing

Legal Requirements of Provider

Every provider CEO/CFO (or designee) must annually certify that they have provided each tenant/prospective tenant this Notice of Rights. Each Notice must at minimum clearly state:

- Unit must be fit for human habitation and is free of any conditions that are dangerous, hazardous or detrimental to life, health or safety
- Tenant has the right to sue providers
- Tenant has the right to reasonable accommodations and the right to use and occupy housing accommodations without discrimination or harassment
- Tenant has the right to learn of available support services and the ability to request changes
- Tenant has the right to receipts for rent paid
- Tenant has the right to be informed of the impact of adding additional tenants (which may impact on rent payments)
- Tenant has the right to form, join or participate in a tenants' association or other group advocating for the rights and protections of tenants, without fear of harassment, retaliation or punishment for their participation. (continue on next slide)

Legal Requirements of Provider (Continued)

- All applicable funding streams and the government agencies involved in administering the program
- The provider must provide their written policies for the handling of any complaint/grievance/eviction processes
- Tenant's portion of rent and identify any other entities, and amounts, and any subsidies relating to rental payments
- Relevant phone numbers, including but not limited to 311, that a tenant may call for legal advice/representation, including if the provider initiates eviction proceedings in housing court
- Whether the dwelling unit is subject to the Rent Stabilization Law of 1969 or the Emergency Tenant Protection Act of 1974
- Whether the dwelling unit is in a building that is in receipt of a tax exemption or abatement

Legal Responsibilities of Administering City Agency

- A template of the notice of tenant's rights shall be posted on the website of each agency that administers a supportive housing program.
- A template of the notice shall be provided and maintained by each agency that administers a supportive housing program and customizable for each tenant and shall be in English and translated into the 10 languages identified by the City.
- Receive, investigate and respond to complaints concerning violations for failure to provide the tenant's notice of rights to each tenant and prospective tenant.

Investigation Outcomes

- All substantiated complaints, responses and violations issued by the agency administering the supportive housing program will be posted on the agency's website and will include:
 - The identity of the supportive housing provider
 - The date the complaint was submitted
 - Any results of the complaint
 - The date of the conclusion of any investigation resulting from the complaint
 - The number and the monetary amount of penalties assessed
- If a provider is found to have not supplied this notice to each tenant/ prospective tenant, the provider can be subject to a \$250 penalty per violation
- If the provider can "cure" this violation (by ensuring that the notice is given to each tenant and prospective tenant) within 14 days of their notice of the violation, then they can avoid the \$250 penalty

Supportive Housing Tenant Notice of Rights Template

- DOHMH will share the template ASAP.
- Translations into Spanish, Chinese, Russian, Bengali, Haitian, Korean, Arabic, Urdu, French and Polish are forthcoming. Tenants must be given the notice in one of these languages if it is their preferred reading language.
- Providers must read this notice to tenants that have difficulty reading.
- Providers must assist tenants with a translation service request if this notice is not translated in the tenant's preferred language.
- DOHMH strongly recommends use of template as is.

Supportive Housing Tenant Notice of Rights Template

As a supportive housing tenant, you have the right to:

- Live free of dangerous or hazardous conditions, such as pests, leaks, mold, and broken fixtures. You have the right to utilities like heat, hot water, electricity and gas.
 - To make a maintenance request, call your building's maintenance team or your supportive housing provider using the contact information under "Building Information" below.
 - Call **311** to report any ongoing issues that have not been repaired and to request an HPD inspection of your home.
 - The property owner or housing provider must provide you with a copy of their grievance procedures upon enrollment, lease renewal and when updates are made so that you know how to respond to any problems with your unit.
- File a court case against your property owner, property manager or supportive housing provider to correct violations of NYC's Housing Maintenance Code, including for harassment. Call **311** and ask for the Tenant Helpline, or visit your borough's housing court, for more information.
 - If your property owner has locked you out or is trying to make you leave your housing, call **911** right away to report an illegal lockout. Then, call **311** and ask for the Tenant Helpline.

Supportive Housing Tenant Notice of Rights Template

- A court proceeding before you can be evicted
 - You can receive **free eviction defense legal services**, regardless of your ZIP code or immigration status, under NYC's Right-to-Counsel law. To be connected to a free attorney, you can:
 - Call **311** and ask for the Tenant Helpline.
 - Call the Housing Court Answers Hotline at 718-557-1379.
 - Request free legal services at your first court appearance.
 - **Nobody can evict you without a judge's order.** You must also receive a notice from a City Marshall or the Office of the City Sheriff before you can be legally evicted.
 - The person or entity trying to evict you must file a petition that contains certain information described in the Real Property Actions and Proceedings Law, Section 741. To get more info about this petition:
 - Call **311** and ask for the Tenant Helpline.
 - Call the Housing Court Answers Hotline at 718-557-1379.
- Receive rent receipts and request a current ledger of rent payments and rental arrears, as well as copies of annual income recertifications, leases and occupancy agreements. To request this information, contact your supportive housing provider using the contact information provided below.

Supportive Housing Tenant Notice of Rights Template

- Request reasonable changes to your housing, services or both to accommodate a physical, mental health or behavioral disability, and to be protected from any discrimination in your housing.
 - To request a reasonable accommodation for a disability, contact your supportive housing provider using the contact information provided below.
 - If you believe your rights have been violated, call the NYC Commission on Human Rights at 212-416-0197.
- Notify your social service provider if you wish to add others to your household (such as minor or adult children, a spouse or a domestic partner). Your provider will discuss the implications of adding others to the household including determining if the housing is appropriate or legally permissible for additional occupants, any income eligibility limitations your housing may have, such as those imposed in Low-Income Housing Tax Credit (LIHTC) buildings, and discuss how the rent calculation and the lease or sublease may change.
- Join or form a group such as a tenants' association to advocate for the rights and protections of tenants without harassment, retaliation or punishment. You can hold these meetings in common areas in your building without having to pay a fee to use the space. However, advance notice should be given to the supportive housing provider.

Supportive Housing Tenant Notice of Rights Template

Supportive Housing Provider Information		
Supportive Housing Provider Name:	Phone:	Email:
Agency that holds the contract for the above supportive housing provider (check all that apply): NYC: <input type="checkbox"/> Department of Social Services / Human Resources Administration <input type="checkbox"/> Department of Housing Preservation and Development <input type="checkbox"/> Department of Health and Mental Hygiene To file a complaint with this agency, call 311. <input type="checkbox"/> Other: _____ To file a complaint, contact:		
Available supportive services:		
Contact to obtain policies and procedures for requesting or changing services:	Phone:	Email:
To request a copy of the provider's funding streams (including a list of the principal regulations that apply to all funding streams), or policies on eviction and grievances (including the process and timeline for the provider to respond), or information about assistance with obtaining rental arrears or financial management assistance, contact:		
Name:	Phone:	Email:
Name:	Phone:	Email:
Name:	Phone:	Email:
To discuss social service or case management related issues, contact:		
Name:	Phone:	Email:
Name:	Phone:	Email:
Name:	Phone:	Email:

Supportive Housing Tenant Notice of Rights Template

Building Information		
Address (including unit number, if applicable):		
Property owner:	Phone:	Email:
Property manager:	Phone:	Email:
To request repairs or maintenance, contact:		
Name:	Phone:	Email:
Additional Information		
Total Monthly Rent:		
Provider Share of Rent:		
Tenant Share of Rent:		
Is this unit rent stabilized?	<input type="checkbox"/> Yes <input type="checkbox"/> Unknown	<input type="checkbox"/> No
To request a unit's rental history, contact the New York State Division of Housing and Community Renewal at:	Phone:	Email:
The above supportive housing provider will provide assistance to you to obtain a unit's rental history.		
Is this unit in a building that receives a tax abatement or exemption?	<input type="checkbox"/> Yes Start Date: End Date:	<input type="checkbox"/> No
Is this unit subsidized by a portable subsidy?	<input type="checkbox"/> Yes Contact to learn more about the process for pursuing a transfer:	<input type="checkbox"/> No

Supportive Housing Tenant Notice of Rights Template

- Prospective tenant or permanent tenant signs to acknowledge receiving a copy of this notice from the supportive housing provider for an apartment you viewed to consider moving into, or for an apartment they live in.
- Supportive housing provider must give a copy of the notice to prospective and permanent tenants.
- Supportive housing provider must place a signed copy will be placed in the person's file.

Supportive Housing Annual Provider Certification

In accordance with Local Law 15 of 2022 and New York City Administrative Code section 21-149, every provider of supportive housing services in contract with a New York City agency ("provider") is required to provide to each tenant and prospective tenant a notice of tenant's rights on the following occasions:

- At the time of the interview
- At the time of initial occupancy of a unit
- At each lease or program agreement renewal
- Upon request

Every provider must issue the notice of tenant's rights in the tenant's preferred language, with a list of the available languages, or offer translation services, as indicated on the tenant's notice. If the tenant is known to have or indicates they have difficulty reading or comprehending the notice, the provider must also read such notice of tenant's rights to them on the above-described occasions or offer translation services, including sign language services.

Every provider must submit to the commissioner of the agency administering the supportive housing program an annual certification executed under penalty of perjury that it has provided tenants with a notice of rights.

By signing below, the provider's chief executive or chief financial officer (or designee) certifies under penalty of perjury that the provider has provided the notice of tenant's rights to each tenant and prospective tenant on the above-described occasions.

Signature (Provider CEO/CFO or designee)

Date



Questions



Supportive Housing Tenant’s Notice of Rights Template

This notice provides general information about the rights of supportive housing tenants. Supportive housing providers must provide this notice to prospective and permanent tenants:

- At the time of the interview
- At the time of initial occupancy of a unit
- At each lease or program agreement renewal
- Upon request

Supportive housing providers must read this notice to tenants that have difficulty reading and provide this notice to tenants in one of the languages listed below if their preferred reading language is included. Supportive housing providers must assist tenants with a translation service request if this notice is not translated in the tenant’s preferred language. This notice is available in the following languages: Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French and Polish. To read this notice in these languages, visit nyc.gov/health and search for **supportive housing**.

Tenants’ Rights

This notice is a general summary of your rights as a supportive housing tenant and does not constitute legal advice. It does not establish new rights that are not provided by law. Some of the rights described in this notice may apply to some, but not to all, of the residents living in supportive housing. Individuals are strongly urged to keep detailed written records of any housing-related issue. Call **311** and ask for the Tenant Help Line if you need more specific information.

As a supportive housing tenant, you have the right to:

1. Live free of dangerous or hazardous conditions, such as pests, leaks, mold and broken fixtures. You have the right to utilities like heat, hot water, electricity and gas.
 - a. To make a maintenance request, call your building’s maintenance team or your supportive housing provider using the contact information under “Building Information” below.
 - b. Call **311** to report any ongoing issues that have not been repaired and to request a New York City Department of Housing Preservation and Development (NYC HPD) inspection of your home.
 - c. The property owner or housing provider must provide you with a copy of their grievance procedures upon enrollment, lease renewal and when updates are made so that you know how to respond to any problems with your unit.
2. File a court case against your property owner, property manager or supportive housing provider to correct violations of NYC’s Housing Maintenance Code, including for harassment. Call **311** and ask for the Tenant Help Line, or visit your borough’s housing court, for more information.

- a. If your property owner has locked you out or is trying to make you leave your housing, call **911** right away to report an illegal lockout. Then, call **311** and ask for the Tenant Help Line.
3. A court proceeding before you can be evicted
 - a. You can receive **free eviction defense legal services**, regardless of your ZIP code or immigration status, under NYC's Right-to-Counsel law. To be connected to a free attorney, you can:
 - i. Call **311** and ask for the Tenant Help Line.
 - ii. Call the Housing Court Answers Hotline at 718-557-1379.
 - iii. Request free legal services at your first court appearance.
 - b. **Nobody can evict you without a judge's order.** You must also receive a notice from a City Marshall or the Office of the City Sheriff before you can be legally evicted.
 - c. The person or entity trying to evict you must file a petition that contains certain information described in the Real Property Actions and Proceedings Law, Section 741. To get more information about this petition, you can:
 - i. Call **311** and ask for the Tenant Help Line.
 - ii. Call the Housing Court Answers Hotline at 718-557-1379.
4. Request reasonable changes to your housing, services or both to accommodate a physical, mental health or behavioral disability, and to be protected from any discrimination in your housing
 - a. To request a reasonable accommodation for a disability, contact your supportive housing provider using the contact information provided below.
 - b. If you believe your rights have been violated, call the NYC Commission on Human Rights at 212-416-0197.
5. Receive rent receipts and request a current ledger of rent payments and rental arrears, as well as copies of annual income recertifications, leases and occupancy agreements. To request this information, contact your supportive housing provider using the contact information provided below.
6. Notify your social service provider if you wish to add others to your household (such as minor or adult children, a spouse or a domestic partner). Your provider will discuss the implications of adding others to the household, including determining if the housing is appropriate or legally permissible for additional occupants; any income eligibility limitations your housing may have, such as those imposed in Low-Income Housing Tax Credit (LIHTC) buildings; and how the rent calculation and the lease or sublease may change.
7. Join or form a group such as a tenants' association to advocate for the rights and protections of tenants without harassment, retaliation or punishment. You can hold these meetings in common areas in your building without having to pay a fee to use the space. However, advance notice should be given to the supportive housing provider.

The following information will be completed by the supportive housing provider.

Supportive Housing Provider Information		
Supportive housing provider name:	Phone:	Email:
Agency that holds the contract for the above supportive housing provider (check all that apply): <input type="checkbox"/> NYC Department of Social Services / Human Resources Administration <input type="checkbox"/> NYC Department of Housing Preservation and Development <input type="checkbox"/> NYC Department of Health and Mental Hygiene To file a complaint with this agency, call 311 . <input type="checkbox"/> Other: _____ To file a complaint, contact:		
Available supportive services:		
Contact to obtain policies and procedures for requesting or changing services:	Phone:	Email:
To request a copy of the provider's funding streams (including a list of the principal regulations that apply to all funding streams); policies on eviction and grievances (including the process and timeline for the provider to respond); or information about assistance with obtaining rental arrears or financial management assistance, contact:		
Name:	Phone:	Email:
Name:	Phone:	Email:
Name:	Phone:	Email:
To discuss social service or case management related issues, contact:		
Name:	Phone:	Email:
Name:	Phone:	Email:
Name:	Phone:	Email:

Building Information		
Address (including unit number, if applicable):		
Property owner:	Phone:	Email:
Property manager:	Phone:	Email:
To request repairs or maintenance, contact:		
Name:	Phone:	Email:
Additional Information		
Total monthly rent:		
Provider share of rent:		
Tenant share of rent:		
Is this unit rent stabilized?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	<input type="checkbox"/> Unknown	
To request a unit's rental history, contact the New York State Division of Housing and Community Renewal at: The above supportive housing provider will provide assistance to you to obtain a unit's rental history.	Phone:	Email:
Is this unit in a building that receives a tax abatement or exemption?	<input type="checkbox"/> Yes Start date: End date:	<input type="checkbox"/> No
Is this unit subsidized by a portable subsidy?	<input type="checkbox"/> Yes Contact to learn more about the process for pursuing a transfer:	<input type="checkbox"/> No

By signing below, you acknowledge that you received a copy of this notice from the supportive housing provider for an apartment you viewed to consider moving into or for an apartment you live in.

Name of tenant or prospective tenant:	
Signature:	
Date:	

The supportive housing provider must give a copy of this notice to prospective and permanent tenants.

A signed copy will be placed in the person's file with the supportive housing provider.