



## Housing Services

If you are in need of emergency housing services, these organizations provide important information for New York City area residents.

### **The New York City Housing Authority (NYCHA)**

**Website:** <https://www1.nyc.gov/site/nycha/residents/pay-rent.page>

**Phone:** 718-707-7771

**Comments:** NYCHA encourages households experiencing a loss of income to access our rent hardship program. You may qualify for a rent reduction if all the following conditions are met:

- There is at least a 5% reduction to gross income;
- Current rent is more than 30% of the net household income; and
- Reduction in income has lasted at least two months.
- Residents can request a rent reduction by completing an Interim Recertification via the NYCHA Self-Service Portal or by calling their Property Management Office to request a paper form be mailed to your home.
- If your household experiences a complete loss of income, you may qualify for NYCHA's Zero Income Policy; please call your property management office to participate in the required eligibility interview.

### **Con Edison**

**Website:** <https://www.coned.com/en/about-us/media-center/news/coronavirus/updates>

**Comments:** Con Edison will not shut off electric, natural gas or steam service due to payment difficulties resulting from the health crisis. They are also waiving new late-payment charges for all customers.

### **United Way COVID-19 Community Economic Relief Fund**

**Phone:** 866-211-9966

**Comments:** The United Way helps with bills, rent and food.



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### Center for NYC neighborhoods

**Website:** <https://cnycn.org/covid-19-outbreak-homeowner-resources/>

**Phone:** 1-855-HOME-456

**Comments:** Housing counseling and legal services are available through the Homeowner Protection Program, a network of 87 community-based organizations throughout the state vetted by the New York State Attorney General's Office. Best of all, there's no cost to homeowners who qualify as low- or moderate-income.

### Hotel Information for DHS

[DHS COVID-19 Hospital Protocol](#) For Isolation and Discharge to Shelter for Homeless Clients

[Greater New York Hospital Association](#)

### Hotel Isolation Program via 311

**Website:** [this page](#) on the 311 website (under Coronavirus Health and Safety)

**Comments:** From there, when scrolling down on the page, he'll need to click on the tab 'Hotel Isolation Program'. That will lead to a drop-down menu with information and a link to select: 'LEARN MORE AND RESERVE A HOTEL ROOM'

### Center for Urban Community Services

**Website:** <https://www.cucs.org/wp-content/uploads/2020/04/HP-New-Vacancy-Update-1.pdf>

**Comments:** compiled with the Residential Placement Management System (RPMS) of the CUCS Housing Resource Center and is supported by the NYC Department of Health and Mental Hygiene

**The Mount Sinai Community Resource Guide is a free website available to staff, patients, or community organizations. You can use this website to identify community resources and services available to help during the COVID-19 Pandemic. Click here to go to the guide:**

<https://communityresources.mountsinai.org/>

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The guide is powered by Aunt Bertha, a technology platform that curates and provides access to free or low cost community resources. There is a public-facing website that anyone can use, as well as an enhanced Mount Sinai Health System site that employees can access using their Mount Sinai credentials (SSO). Further training on the MSHS site will be provided in your area in the near future.

<https://www.hitesite.org> has a COVID-19 filter and can be used by anyone to research more resources

*Resources are changing rapidly. Please e-mail [cov19.commresource@mountsinai.org](mailto:cov19.commresource@mountsinai.org) if you notice changes or out-of-date resources. We are doing*