



Dear Property Owner,

There is nothing more important than providing, maintaining, and protecting the places we call home – a place where children grow up, older New Yorkers live out their golden years, and where people who make this city incredible rest their heads at night. The New York City Department of Housing Preservation and Development (HPD) recognizes the essential role that owners and managers of rental housing play in keeping New Yorkers housed and our neighborhoods thriving. Without your investments to maintain apartments across the city, millions of New Yorkers would have nowhere to live.

As the city's economy recovers from the devastating impacts of the COVID-19 pandemic, we're keenly aware that these responsibilities and your buildings' physical and financial stability are challenged on many fronts, rent collection chief among them. Rent collection is essential to keeping properties stable and safe. We are aware of the difficulties property owners face in maintaining their properties without rental income. We are here to provide resources to property owners and your tenants to avoid the eviction process that causes expense and trauma for everyone involved.

As we all navigate these challenges, we encourage you to initiate open and honest conversations with your tenants about rent payments and take the following steps before considering eviction. We also ask you to reach out to HPD to weigh all your options, as it relates to financial support for your building(s).

Payment Plans

Work with tenants with past due rent to establish flexible and reasonable payment plans and to ensure they're aware of the available resources to help with rent arrears. Often tenants who owe back rent want to start a payment plan but don't know that it's an option or how to start the conversation. Contact us if you'd like a repayment plan template to share with your tenants. Be sure to enlist the support of any tenant association at your building to help with outreach.

Financial Assistance for Tenants

Rental assistance and/or financial support is available to tenants through the NYC Human Resources Administration (HRA). The following programs, which extend beyond rent, can help address other household needs and help tenants get back on their feet to start meeting their monthly obligation to pay rent:

- **[Homebase](#)**: A homelessness prevention network with 25 locations across the five boroughs of New York City which provides assistance to tenants in housing crisis to help them achieve stability.
- **[Supplemental Nutrition Assistance Program \(SNAP\)](#)**: A program which helps nearly 1.8 million low-income New Yorkers, including families, people who are aging, and people with disabilities, supplement food costs.
- **[Emergency Assistance or One-Shot Deal](#)**: A program providing cash funds to New Yorkers who are unable to pay their bills or are at risk of losing their housing due to job loss, unexpected medical expenses, or homelessness. **Tenants do not need to be in the eviction process to access One-Shot Deal.**
- **[ACCESS HRA](#)**: An online benefits portal for New York City residents to apply and see if they qualify for social services benefits.

Attached you will find "Get Your Rent Back on Track" and "One-Shot Deal FAQ" documents produced by HPD and HRA that contain information on these resources. We encourage you to share these with your property managers and tenants, particularly those with rent arrears.

Preserving Your Buildings Through Our Preservation Programs

We have a wide array of tax exemptions and subsidy programs available to help keep buildings well maintained. Benefits range in size and scope for small and mid-sized buildings. Assistance includes low interest loans to help address moderate and substantial rehabilitation needs, tax exemptions, energy-efficiency upgrades, and more. We can help you explore these options based on your building's qualifications and program availability – but the first step is setting up a meeting with our team to discuss your specific needs. So please head over to [HPD's preservation page](#) to learn more about our programs and fill out the [preliminary application](#), so we can learn more about your building needs. Once your application is received, a member from our program team will contact you.

Thank you for your dedication to supporting our communities and ensuring that families in New York have a place to call home. When owners, tenants, and the city work together we all benefit. Please do not hesitate to contact us.

Best,
HPD Commissioner, Adolfo Carrión Jr.