

NYC AGENCY RESOURCE GUIDE

This information has been provided by NYC agencies to outline their roles in protecting tenants who have had their homes damaged. Contact information for each agency is also provided below.

Office of Rent Administration (ORA)

1 (833) 499-0343 / tpuinfo@nyshcr.org / <https://hcr.ny.gov/office-rent-administration-ora>

Tenants who are displaced from their *rent-regulated apartment* due to a fire and/or a vacate order that was issued for their apartment or the entire building by any New York City agency, may submit a service complaint with the Office of Rent Administration (ORA) by filing form RA-81, Application for a Rent Reduction Based on Decreased Service(s) - Individual Apartment:

<https://hcr.ny.gov/system/files/documents/2022/10/ra-81-fillable.pdf> (or see forms link)

Department of Environmental Protection (DEP)

In instances of fire emergencies, properties are damaged as a result of the fire department extinguishing the fire, quite often, asbestos-containing material (ACM) such as roofing materials, exterior transit shingles and interior building materials (ceiling / wall plaster, floor tiles and pipe insulations) gets disturbed in the process and will pose a health risk to the both tenants and construction workers. Although these materials were thoroughly covered in water, once they become dry the material can pose a significant health risk. Further, the building owner is not exempt from the safety requirements set forth in the NYC DEP asbestos regulations, RCNY Title 15 Chapter 1.

Our Asbestos Reporting & Tracking System (ARTS) enables you to submit forms for abatement activities and receive approvals (or objections) electronically:

- [Login to ARTS](#)
- [Watch: ARTS Paperless Process Implementation](#)

If you have questions about ARTS, please contact artsfeedback@dep.nyc.gov. For general asbestos information, visit [Asbestos Abatement](#).

<https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYCrules/0-0-0-23190>.

Guidance on Asbestos Procedure

1. Once the fire is contained the building owners should assume that the roofing materials, exterior transite shingles, floor tiles, ceiling/wall plaster etc, contain asbestos or hire a NYC DEP Certified Asbestos Investigator (CAI) to conduct an asbestos survey of the property and the debris, to determine if asbestos containing materials are present and approximate quantities.
2. When Asbestos is found to be present the building owner/management company will need to hire a NYS Department of Labor licensed Asbestos Abatement Contractor and Air Monitoring Firm to perform the emergency clean-up and dispose of the waste properly.

3. In some instances, after the fire has been extinguished and to ensure public safety the building owner may be directed to hire a NYSDOL licensed asbestos air monitoring firm to conduct air testing within the vicinity of the property.
4. In the event the structure is not structurally sound, and sampling is not feasible, and no prior asbestos survey sampling was done to confirm the absence of ACM, then all suspect building materials must be treated as ACM.
5. Fire restoration companies are only allowed to secure the premise (boarding up windows and doors) as per NYC DOB mandate until a complete asbestos assessment is completed and a determination is made if asbestos-containing materials are present or not. In the interim, no debris is to be removed from the site.
6. If it is confirmed that disturbed asbestos containing material is present, the building owner's/management company licensed NYS DOL asbestos abatement contractor must prepare a detail written scope of work for an emergency clean-up and submitted to the Asbestos Control Program (ACP) staff for immediate review and approval prior to removal of any contaminated debris from the site.
7. If as a result of further renovation work any intact ACM will be disturbed, the building owner will have to seek the services of a licensed Asbestos Abatement Contractor to perform an abatement prior to any work.
8. For assistance 24/7 please contact the 311 Call Center and state that this is a potential asbestos exposure or call the Asbestos Control Program directly at 718-595-3682 during business hours.
9. For Emergency Filing Instructions:
<https://www1.nyc.gov/site/dep/environment/asbestos-abatement-forms.page>.

Department of Social Services (DSS) / Human Resources Administration (HRA)

HRA Infoline: 718-557-1399 / tropnasm@dss.nyc.gov / <http://www.nyc.gov/accesshra>

If a family suffers the loss of clothing or furniture due to the result of a fire or water damage for extinguishing the fire, **they may be eligible for funds to replace those items**. The costs permissible are set by the State and are included in the attached W-137M Schedule of Allowances ([see forms link](#)). All losses due to fire or water damage connected to extinguishing a fire must be reported to local fire department officials and verified before replacement or repair is made. Additionally, affected tenants will be asked to fill out the Dwelling Survey Worksheet ([see forms link](#)) to the best of their ability.

For families who receive Cash Assistance, they can submit a Special Grant request on ACCESS HRA either from a computer (www.nyc.gov/accesshra) or through the ACCESS HRA mobile app. They can also make the request in-person at their Benefits Access Center.

For families who are not receiving Cash Assistance, they can apply for a One-Shot Deal (emergency assistance only), or ongoing Cash Assistance if they need it, on ACCESS HRA (<https://a069-access.nyc.gov/accesshra/>) either from a computer or through the ACCESS HRA mobile App. They can also apply in-person at a Benefits Access Center. Once the application is submitted, the client will be called to have their interview.

Additionally, if a family in receipt of SNAP benefits (either just SNAP or Cash Assistance and SNAP) has lost food purchased with SNAP benefits as the result of a household misfortune such as a fire, they may request a replacement of SNAP benefits. The family must report the loss within 10 days of the loss. The number that the individual experiencing the loss can utilize is the HRA General Infoline at 718-557-1399, or their nearest Benefit Access Center. They will also be asked to complete and return the attached LDSS-2291 along with any supporting documentation of the loss. (See forms link for a pdf copy of the W30-FF Dwelling Survey Worksheet and LDSS-2291 Request for Replacement of Food Purchased with SNAP Benefits)

HRA Schedule of Allowances for the Initial or Replacement Cost of Essential Household Furniture, Furnishings, Equipment, and Supplies

Household Items	Amount	Special Instructions
Living Room	\$182	
Bedroom <ul style="list-style-type: none"> ● With single bed ● With two single beds ● With a double bed 	\$145 \$205 \$184	
Kitchen (excluding appliances) <ul style="list-style-type: none"> ● Range ● Refrigerator 	\$142 \$182 \$182	\$12 for each additional person \$258 for four or more additional persons
Bathroom	\$6	\$4 for each additional persons
Other Equipment <ul style="list-style-type: none"> ● Cabinet for linens ● Stove for heating 	\$22 \$72	\$82 for five or more persons

An establishment of a Home Grant (Single Issuance Code 60) can only be approved as a result of an individual/family being re-housed (moving from one living situation to another).

Disaster Clothing Replacement Schedule (Single Issuance Code 46) Replacement Cost of Clothing

Birth through 5 years	\$48
6 through 11 years of age	\$73
12 years of age through adult	\$89

New York State Division of Housing and Community Renewal (DHCR)

1 (833) 499-0343 / tpuinfo@hcr.ny.gov / <https://rent.hcr.ny.gov/RentConnect/Welcome>

Additionally to the ORA Service Complaint mentioned above, it may also, may be filed online through Rent Connect: <https://rent.hcr.ny.gov/RentConnect/Tenant/DecreasedServicesOverview>. DHCR may order the rent to be reduced to \$1.00 per month for the period that the tenant is unable to occupy their apartment. The rent will remain at \$1.00 until the owner applies for rent restoration with DHCR and receives a rent restoration order.

The following link lists HCR-Office of Rent Administration Borough and District Rent Offices - scope of services. Our staff can provide service to you through our website or by telephone or in-person: <https://hcr.ny.gov/bro-scope-service>.

Department of Housing Preservation and Development (HPD)

212-863-7660 / ehs-remote@hpd.nyc.gov / <https://www.nyc.gov/site/hpd/contact/contact.page>

The first few days after a fire, your main interactions will be with the Red Cross. However, it is also advised during these initial days to directly contact the HPD hotline at 212-863-7660 (the email being ehs-remote@hpd.nyc.gov, which is where you would email documents to register with HPD after your initial call). Leave a message on the number if not picked up with your contact information. They should call back to walk you through the registration process.

When you register with HPD, they may be able to provide you housing in the shelter system. As long as a vacate order is open, you are eligible to stay. They can provide off-site additional services as well, such as emergency housing vouchers if you qualify (financial need based, subject to availability of vouchers), and storage. **Services are only for city issued vacates and only for tenants, not homeowners.** In order to receive HPD relocation services, each household must register with HPD and provide proof of identity and residency to the above email ([See forms link](#) for a list of acceptable documentation and ID). They can help with storage as well post-registration.

Proof of residency and an ID are the main necessities. Each individual person from the affected household needs a verification of residency. They are slightly flexible with the documents accepted and will work with you to find acceptable documents if needed. For kids, you can usually get proof through their school if need be.