

AFTER A FIRE OR BUILDING EMERGENCY

We are deeply sorry you are going through this. Our office is here to support you through this situation and help you understand the next steps.

MENTAL HEALTH SUPPORT

This is a challenging experience and it is important that you take care of your mental health. NYC Well is a free, confidential, 24/7 mental health support resource available in over 200 languages. If you need support, call or text **1-888-692-9355** or **1-888-692-9355** (Español).

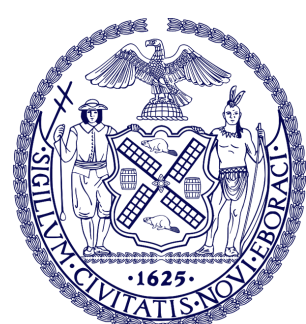
WHAT HAPPENS NEXT?

- **The Fire Department (FDNY)** will investigate the cause of the fire. Landlords typically wait for FDNY clearance before starting repairs.
- **The Department of Buildings (DOB)** will check the building for structural safety. They may issue a partial or full vacate order if the building is unsafe; **a vacate order is NOT an eviction.**
 - You do NOT owe rent while this order is in effect.
- **The Department of Housing Preservation & Development (HPD)** will inspect your home to make sure it's safe to live in. They may also issue a vacate order to make repairs.
- **Red Cross** will conduct an assessment of your needs and help you access food, clothing, medicine, etc. They may offer a hotel placement for the first 24 to 48 hours, this is not a shelter.
 - If you do not accept the hotel stay you may not get access to the resources they offer.
 - Everyone qualifies for Red Cross help regardless of immigration status.

BACK HOME UNIT

The City's new Back Home Unit (BHU) supports tenants who have been displaced from their homes due to a fire, a vacate order, or other emergencies. Visit **backhome.nyc.gov** and complete their intake form. You can talk to a BHU staff member at **212-389-6670** or via email at **backhome@recovery.nyc.gov**.

For additional information, visit the complete Tenant Resource Guide: **tinyurl.com/BHUguide**



SANDY NURSE
City Council Member District 37



IMPORTANT NEXT STEPS

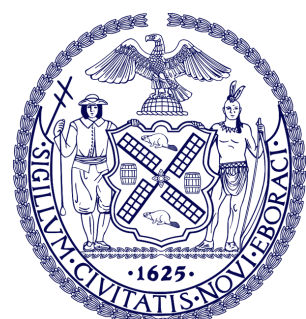
- You can request a **Red Cross hotel placement extension (max 2 days)**. Please call our office for support with this.
 - If you did not connect with Red Cross immediately following the fire, you have 14 days from the incident to register with the Red Cross. You will need to verify you lived in the residence that you were displaced from.
- If **HPD** issues a vacate order, you are eligible for HPD Emergency Housing Services (HPD EHS) - this is not a shelter placement.
 - **If you do not accept the placement/assistance you cannot request it later.**
 - Call **212-863-7660**, you will reach a voicemail – this is normal.
 - **Leave a message with:** full name, address of the fire, and household size.
 - HPD will follow up and ask for supporting documentation: ID, birth certificate, lease, proof of guardianship, etc.
- **Human Resources Administration (HRA)** can assist you with an emergency one-shot deal, money for clothing and furniture.
- Take **pictures** of everything in your home for insurance.
- **Utilities:** call your gas and electricity providers to **suspend service**.
- Your landlord is responsible for clean-ups, repairs, etc.
 - Testing should be done for asbestos, if not call 311 and report failure to test to the Department of Environmental Protection (DEP).

RESOURCES & CONTACTS

Agency / Organization	Phone	Website / Email
New York City Council	N/A	tinyurl.com/NYCCfire
Back Home Unit (BHU)	212-389-6670	Website: backhome.nyc.gov Tenant Resource Guide: tinyurl.com/BHUguide
Red Cross	877-733-2767	www.redcross.org
Human Resources Administration (HRA)	718-557-1399	nyc.gov/hra
Dept. of Environmental Protection (DEP)	718-595-3682	tinyurl.com/DEPasbestos
Dept. of Housing Preservation & Development (HPD)	212-863-7660	ehs-remote@hpd.nyc.gov
Con Edison	800-752-6633	www.coned.com/en/email-us
National Grid	718-643-4050	www.nationalgrid.com/contact-us

WE ARE HERE TO HELP

56 Pennsylvania Avenue, Brooklyn, NY, 11207
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718-642-8664



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