

I. Noise complaints:

- Contact 311 and they will direct your grievance to the appropriate agency.
- Contact your local police precinct. Officers from your local police precinct may be able to respond when they are not handling emergencies.
- Contact your tenant association, building owner, or superintendent.

II. Harassment:

Any action that your landlord takes to force you out of your apartment or make you give up your rights as a tenant is harassment.

- Harassing actions include the following:
 - Purposeful denial of repairs or services;
 - Yelling, name calling or issuing threats;
 - Physical intimidation or violence;
 - Taking you to court again and again without a good reason;
 - Entering your apartment without telling you in advance.
- To file complaint:
 - The state housing agency, the Division of Housing and Community Renewal (DHCR), will fine landlords up to \$5,000 and freeze your rent if your landlord is found guilty of harassment. Note that you will not be able to keep the fines that DHCR collects.
 - Main helpline: 1-866-ASK-DHCR or 718-739-6400.
 - Website: www.dhcr.state.ny.us
- To take your landlord to housing court:
 - You can bring a Housing Part action against your landlord in housing court. If your landlord is found guilty of harassment he or she could be fined up to \$5,000 by the city. Note that you will not be able to keep the fines that the court collects.
 - Housing court locations:
 - Bronx Office: 1118 Grand Concourse, Bronx, NY 10456 / (646) 386-5500
 - Brooklyn Office: 141 Livingston Street, Brooklyn, NY 11201 / (646) 386-5700
 - Upper Manhattan Office: 170 East 121st Street, New York, NY 10035 / (646) 386-5750
 - Lower Manhattan Office: 111 Centre Street, New York, NY 10013 / (646) 386-5700
 - Queens Office: 89-17 Sutphin Boulevard, Jamaica, New York 11435 / (646) 386-5700
- To seek free legal assistance:
 - The Legal Aid Society
 - <http://www.legal-aid.org/en/home.aspx>
 - Please note that upon intake, staff will decide whether they represent you.
 - Legal Aid office locations:
 - Bronx: 718-681-8712
 - Brooklyn: 718-991-4758
 - Manhattan: 212-766-2450
 - Queens: 718-739-6272
 - Staten Island: 718-273-6677

III. Housing Discrimination

The NYC Commission on Human Rights (CCHR) and the NYC Department of Housing Preservation and Development (HPD) are charged with providing and protecting fair housing in the City of New York.

Filing a complaint

If you believe you have been the victim of discrimination in housing in the City of New York based on your actual or perceived race, color, creed, age, national origin, alienage or citizenship status, gender (including gender identity and sexual harassment), sexual orientation, disability, marital status, partnership status, lawful occupation, family status, or lawful source of income, you may file a complaint. The Law also prohibits retaliation.

You can file a complaint to:

NYC Commission on Human Rights
100 Gold Street, Suite 4600
New York, NY 10038
212-306-7450

Time Limit

The NYC Human Rights Law requires that the complaint be filed within one year of the last alleged act of discrimination. Complaints alleging violations of the NYC Human Rights Law can also be filed in NY State Supreme Court. Those complaints can be filed within three years of the last alleged act of discrimination.

Jurisdiction

- In order to file a complaint with the NYC Commission on Human Rights, the alleged act(s) of discrimination must take place within the city's five boroughs.

Appointment

- To schedule an appointment, please call 212-306-7450. You may walk-in without an appointment; however, those with appointments will be assisted before you. If you are unable to travel to the Commission's offices, we will make alternative arrangements.
- When you visit the Commission, you will meet with a staff attorney to discuss the allegations of discrimination.

What to Bring

- Bring all relevant information covered in the complaint with you such as names, addresses, and phone numbers of the people or organizations you are charging and the exact dates of the events.
- Building security requires that you present a photo identification to gain access to the building.

Mediation centers

The New York State Unified Court System partners with local non-profit organizations, known as The Community Dispute Resolution Centers Program (CDRCs), to provide mediation, arbitration and other dispute resolution options as an alternative to court. CDRCs help thousands of New Yorkers resolve a wide range of disputes involving:

- Landlords and Tenants
- Neighbors
- Consumers and Merchants
- Parents and Children
- Child Custody and Visitation (Parenting Issues)
- Families and Schools
- Elder Adult Decisions
- Victim-Offender Dialogue

Brooklyn

New York Peace Institute (Safe Horizon)
Brooklyn Mediation Center
210 Joralemon Street, Room 618
Brooklyn, NY 11201
(718) 834-6671

Bronx

Institute for Mediation and Conflict Resolution
384 East 149th St., Suite 330
Bronx, NY 10455
(718) 585-1190

Manhattan

New York Peace Institute (Safe Horizon)
Manhattan Mediation Center
111 John Street, Suite 600
New York, NY 10013
(212) 577-1740

Queens

Queens Mediation Network
Community Mediation Services
89-64 163rd Street
Jamaica, NY 11432
(718) 523-6868

Staten Island

New York Center for Interpersonal Development's Conflict Resolution Services
130 Stuyvesant Place, 5th Fl.



Noise complaints, harassment, discrimination

Staten Island, NY 10301
(718) 815-4557