



Homes and Community Renewal

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HCR's Office of Rent Administration Borough and District Rent Offices

NEW PROCEDURAL GUIDANCE FOR OFFICE VISITS

1. Service will be provided to visitors to the office **BY APPOINTMENT ONLY**. If you cannot come alone, please minimize the number of guests accompanying you.
2. Appointments must be scheduled at least one day in advance, and no more than two weeks in advance.
3. To schedule an appointment or to receive assistance over the phone, please contact:
Lower Manhattan: 212-480-6238 Upper Manhattan: 212-961-8930 Westchester: 914-948-4434
Queens: 718-482-4041 Brooklyn: 718-722-4778 Bronx: 718-430-0880
4. All visitors will be required to wear face masks. Information will be provided at our service window. Visitors with an illness or fever are being directed to seek service over the phone or by email.
5. Visitors need to bring: proof of identity and proof of tenancy or ownership, any orders, notices or documents they want to review and discuss.
6. Maximum length of time for an appointment is 30 minutes. Visitors who arrive after their 30-minute allotted time frame will need to reschedule. Please arrive early, as extra time will be needed to clear building security and elevator passenger limits.

RELATED GUIDANCE

1. Owners and tenants who need general information and an application can access our Rent Connect services at **[Rent.HCR.NY.gov/RentConnect](https://rent.hcr.ny.gov/rentconnect)**
2. Tenants who need an apartment rent history can contact **ORARecords@nyshcr.org** or submit a request through **[Portal.HCR.NY.gov/app/ask](https://portal.hcr.ny.gov/app/ask)**
3. Owners can generate building-wide rent rolls and apartment rent histories using their online accounts in ARRO.
4. Paper submissions to pending case files will **NOT** be accepted at Borough/District Rent Offices. All paper submissions should be **mailed** to: DHCR - Office of Rent Administration, Gertz Plaza, 92-31 Union Hall Street, Jamaica, NY 11433, Attention: Docket #XXXXXXXXXX

Submissions can also be made in person for date stamping purposes only at the Gertz Plaza office, **without** an appointment.

Exception: Westchester DRO will accept tenants' applications pertaining to SCRIE/DRIE (TS) and owners' applications pertaining to rent control rent adjustments (AN).
5. Rent Control Notices of Termination and their Affidavits of Service can be served at Borough Rent Offices without an appointment.

Thank you for your cooperation as we strive to provide service to you in a safe manner that observes social distancing and related health protocols.