



# Homes and Community Renewal

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## 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.

#### WEBSITE SERVICE

Online application forms regarding overcharges, leases, and decrease in service can be accessed through our Rent Connect services at: [Rent.HCR.NY.gov/RentConnect](http://Rent.HCR.NY.gov/RentConnect)

Owners and tenants can submit inquiries for forms and information and apartment rent histories by submitting a request through [Portal.HCR.NY.gov/app/ask](http://Portal.HCR.NY.gov/app/ask) which are processed by our rent offices.

Owners can generate certified building-wide rent rolls and apartment rent histories using their online accounts in ARRO.

#### TELEPHONE SERVICE

Telephone inquiries will be addressed in a real-time session, or in a session scheduled at a specific date and time. If the phone line is busy, callers will be transferred to an available line or will receive a return call.

Lower Manhattan: 212-480-6238  
Queens: 718-482-4041

Upper Manhattan: 212-961-8930  
Brooklyn: 718-722-4778

Westchester: 914-948-4434  
Bronx: 718-430-0880

Telephone calls can also be placed to a central line at 833-499-0343, where recorded messages on frequently asked questions and call agents can be of assistance.

#### IN-PERSON SERVICE

In-person service is **BY APPOINTMENT ONLY** and must be scheduled at least one day in advance, and no more than two weeks in advance. Use of face masks is recommended. If you cannot come alone, please minimize the number of guests accompanying you. Visitors with an illness or fever are being directed to seek service over the phone or website. Please bring proof of identity and of tenancy or ownership, and any orders, notices or documents to be reviewed.

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.

#### DOCUMENT SUBMISSION GUIDANCE

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).

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.***