



Homes and Community Renewal

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Governor

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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

Tenants can submit inquiries for apartment rent histories by submitting a request through [Portal.HCR.NY.gov/app/ask](https://portal.hcr.ny.gov/app/ask), which are **processed by our rent offices**.

Online application forms regarding overcharges, leases, and decrease in service can be accessed through our Rent Connect service at: [Rent.HCR.NY.gov/RentConnect](https://rent.hcr.ny.gov/RentConnect). This service also includes the Rent Connect Assistant which can assist you with inquiries for information and forms.

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, and callers can listen to recorded messages on frequently asked questions and speak to call agents who can be of assistance.

IN-PERSON SERVICE

In-person service requires an appointment and needs to be scheduled using the rent office numbers provided above. Please bring proof of identity, tenancy or ownership and any orders, notices, or previous HCR responses to your inquiries. The use of face masks is recommended. If you cannot come alone, please minimize the number of people accompanying you. Visitors with an illness or fever can seek service over the phone or website.

Maximum length of time for an appointment is 30 minutes. Visitors who arrive after their 30-minute allotted time frame may need to reschedule. Please arrive early, as extra time is needed to clear building security.

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.

Exceptions: 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.