

To report complaints to HCR (NY State Housing Authority) follow these directions:

DHCR Reporting Procedure

1. Inform the Management

Inform the landlord, management, or superintendent through Email, Text, or Certified Mail
– Not spoken over the phone or in person!!

With Email, Text, or Certified Mail you will be able to:

- Pursue refund/abatement, or a rent reduction & more
- Have an authority hold the landlord accountable & more

With no Email, Text, or Certified Mail documentation:

- No authority will do anything because there is nothing documented to respond to
- You have no historical or legal record of anything to refer to

2. Inform the Authorities

To Make a DHCR Complaint online, Use This Portal:

<https://hcr.ny.gov/tenant-owner-forms>

Or Google Search the words “DHCR Tenant Owner Forms”

Or Call

- DHCR Live Representative
Brooklyn: 718 722-4778 or Queens: 718 482-4041 or
Manhattan: 212 961-8930 or Bronx: 718 430-0880

Tenants Can Apply For The Following & More:

- Reduction of Rent Due to Decreased Services
- Rent Overcharge
- Owner’s Failure to Renew Lease
- Succession Rights, or the ability to enable a family member to inherit the apt.

Tenants Can Search for the Status of DHCR Cases

- Go to this link: <https://apps.hcr.ny.gov/casestatus/default.aspx> & enter your docket #
- The information that explains the status of your case is here:
<https://hcr.ny.gov/system/files/documents/2021/12/understanding-the-status-of-a-case.pdf>