



RESIDENT MANUAL



WELCOME!



INTRODUCTION TO HOPE COMMUNITY

The purpose of this manual is to provide you with tools, information and resources to help you to create and maintain a safe and healthy home environment, to help you settle into your new home, and sustain it in great condition,

Hope Community developed this booklet for you to keep as a quick reference for many of your apartment and community needs. Please take the time to go over it carefully so that you can actively contribute as a resident of Hope Community and an essential member of the community.

MISSION STATEMENT

Hope Community, Inc. is a community based non-profit affordable housing organization founded in 1968. The organization enriches the lives of people who live and work in East Harlem and surrounding neighborhoods through cultural arts, economic development, and social service partnerships.

Hope Community rebuilds the physical infrastructure of East Harlem by creating attractive, high quality affordable rental and owner-occupied housing opportunities. Hope strives to transform East Harlem's social fabric by contributing to the growth and success of local businesses and supporting community programs which assist residents enhance their lives and incomes.

Most recently Hope Community re-introduced its Residents Services Program called Hope Connects. Hope Connects is a resident driven social service program designed to meet the social service needs of residents while working with them to remain permanently housed. We do this through developing and maintaining active partnership between residents, Hope Community staff and other service providers in the community.



Hope Connects

The Hope Connects Program builds on Hope's successful implementation of a social services delivery program known as "Project Welcome" from 2003-2008, where we found that while affordable housing is extremely important in creating stability for families, equally important is overcoming other risk factors that have a cumulative effect on enhancing a family's life and economic prospects and when provided, contributes to families' ability to flourish.

Hope Connects is staffed by Resident Services Coordinators who assist with screening and referrals to over 40 city, state, and federal organizations that provides services that might be of interest to you and your family. Services include SNAP (formerly known as food stamps), HEAP (home energy assistance), application for Safelink wireless (free cell phones and minutes), and SCRIE/DRIE..



ADDITIONAL SERVICES

Because East Harlem is so rich in social service organizations, many of the services offered will be coordinated with existing social service providers through referrals. Supportive services may include but are not limited to:



- Eviction Prevention
- Financial Education and Income Improvement
- Employment & Job training
- Educational Programs (including ESL and basic literacy)
- Medical and Mental Health Services
- Access to Healthy Food Programs
- After School and Youth programs
- Senior Day Programs
- Smoke-Free Buildings
- Community Room Rentals
- Tenant Association Partnership
- Affordable Housing and Home Ownership Assistance

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HOUSING PROGRAMS

All apartments with Hope Community except the 2 HUD buildings (Carlos Rios and Canaan House) are rent stabilized and may also have 1 or more programs that are connected with their unit. Some apartments will participate in multiple programs and are required to adhere to the re-certification process of each program. Although we try when possible to coordinate similar information collected, documents needed for recertification and due dates may not be the same. We apologize for this in advance but also have to adhere to regulatory guidelines. Below are the various housing programs that are connected to Hope Community apartments:

LIHTC Program

The Section 42 housing program refers to the section of the Internal Revenue Tax Code which provides tax credits to investors who build affordable housing. Investors receive a reduction in their tax liability in return for providing affordable housing to people with lower incomes.

The residents who live in Section 42 units must be income and program eligible - similar to residents who live in other rental assistance developments. However, the rent that a Section 42 resident pays cannot exceed the LIHTC maximum rent for that unit. Subsequent increases are guided by rent stabilization board and is capped at a fixed amount and includes utilities that are the resident's responsibility.

(In rental assistance programs such as Section 8, the resident's rent is based on 30% of his/her/their income and the remaining adjusted portion is funded by the federal government.) The Section 42 Program is not a government- subsidized rental program.

Income levels are determined by the Department of Housing and Urban Development (HUD) for each county or metropolitan statistical area. For eligibility the maximum income level is based on the number of people in your household and the combined gross (before taxes/deductions) income. All income is counted, including income on your assets such as checking accounts, savings accounts, child support, lump sum settlements, profits from the sale of real estate, etc.

*Once you move into a LIHTC unit, THE RENTS are NOT affected by your income. (For example, if your income decreases or increases your rental amount will remain the same)



HOUSING PROGRAMS (CONTINUED)...

The HOME Investment Partnerships Program

(HOME) provides formula grants to states and localities that communities use - often in partnership with local nonprofit groups - to fund a wide range of activities including building, buying, and/or rehabilitating affordable housing for rent or home ownership or to provide direct rental assistance to low-income people. HOME is the largest Federal block grant to state and local governments designed exclusively to create affordable housing for low-income households.

HOME funds are awarded annually as formula grants to participating jurisdictions (PJs). The program's flexibility allows States and local governments to use HOME funds for grants, direct loans, loan guarantees or other forms of credit enhancements, or rental assistance or security deposits.

Hope receives funding for rental assistance for families with very low incomes. The program was designed to reinforce several important values and principles of community development:

HOME's technical assistance activities are set-aside for qualified community-based nonprofit housing groups building the capacity of these partners. HOME's requirement that participating jurisdictions match 25 cents of every dollar in program funds mobilizes community resources in support of affordable housing.

Once you move into a HOME unit, THE RENTS are NOT affected by your income. (For example, if your income decreases or increases your rental amount will remain the same)

HOUSING PROGRAMS (CONTINUED)...

Canaan House ONLY:

Rental Assistance Demonstration (RAD) is a Federal housing program administered by HUD which was enacted in 2012 as a part of the Consolidated and Further Continuing Appropriations Act. The RAD program allows properties using HUD legacy programs to convert their properties to HUD Section 8 housing which is better understood and allows the use of private capital to fund rehabilitation work. Under the First Component of RAD, properties that are currently funded under Public Housing convert their assistance to long-term, project-based Section 8 contracts. Under the Second Component of RAD, the owners of projects funded under HUD's legacy programs (Rental Supplement, Rental Assistance Payment, Moderate Rehabilitation, and Moderate Rehabilitation SRO) can convert the unit subsidy funding to long-term, project-based Section 8 contracts for eligible tenants. (www.hudexchange.info/programs/rad/)

**Under this program, Hope was required to provide supportive services for 39 of the units at Canaan House. All residents who move into designated units are required to sign a lease rider and participate in Hope's Social Services program for a minimum of 5 years.*



HUD Section 236: The objective of HUD's Section 236 Preservation initiative is to preserve the affordability of rental housing units originally developed through the Section 236 mortgage program. On July 1, 2013, HUD's Office of Multifamily Housing Programs launched a centralized processing model for the majority of Section 236 preservation activity through the Office of Affordable Housing Preservation (OAHP) in HUD.
(www.hud.gov/sites/documents/doc_11689.PDF)

Determining Rent: All Section 236 Projects have a minimum rent (**Basic Rent or regulated**) and a maximum rent (**Market rent or unregulated**). Terms basic and regulated and market and unregulated are used interchangeably. **Basic =regulated and market =unregulated.**

Section 236 with no utility Allowance; the higher of: 30% of the family's monthly adjusted income Basic rent (Amounts are determined by HUD) But not more than Market Rent

Resident's Responsibilities

- Provide accurate family Composition information
- Report all income
- Keep copies of papers, forms, and receipts which document income and expenses
- Report changes in family composition and income occurring between annual recertification.

All residents living in HUD buildings are required to report all income and assets from all sources to the owner annually.

HOUSING PROGRAMS (CANAAN CONTINUED)...

Annual Income includes:

- Full amount (before payroll deduction) of wages and salaries, overtime pay, commissions, fees, tips and bonuses and other compensation for personal services
- Net income from the operation of a business or profession
- Interest, dividends and other net income of any kind from real or personal property
- Full number of periodic amounts received from Social Security, annuities, insurance policies, retirement funds, and pensions, disability or death benefits and other similar types of periodic receipts, including lump-sum amount or prospective monthly amounts for the delayed start of a periodic amount. ***Except for deferred periodic payments of supplemental security income and social security benefits
- Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation and severance pay. ***Except for lump-sum additions of family assets.
- Welfare Assistance
- Periodic and determinable allowances such as alimony and child support payments and regular contributions or gifts received from organizations or from persons not residing in the dwelling
- All regular pay, special pay and allowances of a member of the Armed Forces (except for special pay for exposure to hostile fire)



HOUSING PROGRAMS (CONTINUED)...

For Section 8 program only, any financial assistance, in excess of amounts received for tuition, that an individual receives under the Higher Education Act of 1965, shall be considered income of that individual, except that financial assistance is not considered annual income for persons over the age of 23 with dependent children or if a student is living with his or her parents who are receiving Section 8 assistance. For the purposes of this paragraph, “financial assistance” does not include loan proceeds for the purpose of determining income.

Assets Include:

- Stocks, bonds, Treasury bills, certificates of deposit, money market accounts
- Individual retirement and Keogh accounts
- Retirement and Pension Funds
- Cash held in savings and checking accounts, safe deposit, money, homes, etc.
- Cash value of whole life insurance policies available to the individual before death
- Equity in rental property and other capital investments
- Lump sum receipts
- Mortgage or deed of trust held by applicant
- Assets disposed of for less than fair market value

SECTION 202 HOUSING FOR THE ELDERLY PROGRAM- CARLOS RIOS ONLY

The Section 202 program helped expand the supply of affordable housing with supportive services for the elderly. It provided direct loans and capital advances from the federal government to support nonprofit entities to build housing for very low-income elderly. Senior housing through Section 202 provided seniors, defined as 62 or older, with options that allow them to live independently. Although no new funding has been available for Section 202 capital advances since 2012, affordable senior housing developments that were built with Section 202 funds continue to provide housing and services to their residents. <https://www.hudexchange.info/programs/section-202>



HOUSING PROGRAMS (CONTINUED)...

Housing Programs Managed Outside of Hope Community

HPD Section 8 Housing-Based Vouchers Tenant Based Vouchers

Most of HPD's rental subsidies fall in this category of Housing-Based Vouchers. Eligible households lease apartments in a neighborhood of their choice and pay 30% of their adjusted income toward the rent. The subsidy, which HPD pays directly to the landlord, covers the difference between the resident contribution and the rent, up to a specified limit known as the Payment Standard. (www1.nyc.gov/site/hpd/section-8/rental-subsidy-program.page)

Enhanced Vouchers

Also known as "tenant protection" or "sticky" vouchers, enhanced vouchers are used to preserve affordability for eligible households residing in buildings undergoing housing conversion actions such as mortgage prepayments, project-based opt-outs, HUD enforcement actions, and HUD property disposition. The income limits for enhanced vouchers are higher than for tenant-based vouchers, and the subsidy is not limited to the Payment Standard (www1.nyc.gov/site/hpd/section-8/rental-subsidy-programs.page)

Project Based Vouchers Under the Project-Based Voucher program, HPD enters into a contract with the owner for specified units and for a specified term. Unlike the tenant-based program, the assistance is tied to the unit. Families may move from a project-based unit after one year with continued assistance from a tenant-based voucher if one is available.

(www1.nyc.gov/site/hpd/section-8/rental-subsidy-programs.page)

Housing Choice Voucher Created by the Housing and Community Development Act of 1978, the Housing Choice Voucher program, also known as Section 8, provides assistance to eligible low- and moderate-income families to rent housing in the private market. Eligibility for this program is based on a family's gross annual income and family size.

The Section 8 Housing Choice Voucher (HCV)

Program enables the lowest income households in New York State to rent or purchase decent, safe housing in the private housing market by providing rental and home ownership assistance. The program also provides assistance to senior citizens and disabled persons on fixed incomes, displaced families, and homeless individuals with disabilities. The program, which operates under regulations by the U.S. Department of Housing and Urban Development, provides Housing Choice Vouchers to eligible, even if the voucher holder changes residence.

*It is the resident's responsibility to ensure that they comply with all program requirements to remain in good standing. If subsidy is terminated, the resident is responsible for the full contracted rent. (www1.nyc.gov/site/hpd/section-8/rental-subsidy-programs.page)

NYCHA Section 8 The program works as a rental subsidy that allows families to pay a reasonable amount of their income toward their rent. Eligible families will receive a voucher to begin searching for housing. Generally, families will pay no more than 40 percent of their adjusted monthly income toward their rent share. NYCHA pays the remaining amount to the owner on the family's behalf. This payment to the owner is known as the Housing Assistance Payment.

NYCHA administers the largest Section 8 program in the country. Approximately 85,000 Section 8 vouchers and over 25,000 owners currently participate in the program.

(<https://www1.nyc.gov/site/nycha/section-8/about-section-8.page>). **Section 8 participants must comply with all program requirements, including completing their annual certification, accommodating Housing Quality Standards inspections, allowing property owners to make any needed repairs, and adhering to the terms of their lease.**

HOUSING PROGRAMS (CONTINUED)...

SCRIE/DRIE The NYC Rent Freeze Program, which includes the Senior Citizen Rent Increase Exemption (SCRIE) Program and the Disability Rent Increase Exemption (DRIE) Program, helps those eligible stay in affordable housing by freezing their rent.

Residents who qualify for the Senior Citizen Rent Increase Exemption (SCRIE) or the Disability Rent Increase Exemption (DRIE) Program can have their rent frozen at their current level and be exempt from future rent increases.

For SCRIE and DRIE, the total annual household income must be \$50,000 or less, and the applicant must pay more than one-third of the household's total monthly income for rent.

For SCRIE eligibility, the applicant must be at least 62 years old. For DRIE eligibility, the applicant must be at least 18 years old and receive Federal Supplemental Security Income (SSI), Federal Social Security Disability Insurance (SSDI), U.S. Department of Veterans Affairs disability pension or compensation, or disability-related Medicaid if the applicant has received either SSI or SSDI in the past; and be named on the lease or rent order or have been granted succession rights to the apartment. (www.hud.gov/program_offices/administration/hidclips/handbooks/hsgh/4350.3)

HUD Multifamily Occupancy Handbook - 4350.3 Rev-1)

HOUSING PROGRAMS (CONTINUED)...

NYC Housing Connect

NYC Housing Connect is New Yorkers' portal to find and apply for affordable housing opportunities across the five boroughs of New York City. Applications will offer:

More affordable housing opportunities: In addition to new affordable rentals, the new website will also host home ownership opportunities and re-rentals of affordable homes that went through the lottery previously.

Customizable search: Filter for the right opportunities directly on the website, searching by borough, income, household size, and more.

Enhanced application process: We'll help you calculate your income accurately and help you determine up front what you're eligible for.

Streamlined selection process: Submit documents electronically, receive real-time alerts for important deadlines, and move through the process faster.

Mobile-friendly design: Apply more easily from the convenience of your phone or tablet.

For assistance with application, reach out to Resident Services Coordinator.



As a Hope Community resident, you play a critical role in how well the building functions. Being aware of your rights and responsibilities is critical to understanding each of our roles. balance can be created when each of us understands their rights and responsibilities surrounding the building.

RESIDENTS RIGHTS & RESPONSIBILITIES

Annual Meeting Each year on the 3rd Thursday of November, Hope Community holds an Annual Meeting where all residential and commercial tenants are invited to meet with the Board of Directors and the Executive staff to learn about the organization's progress and challenges for current year as well as goals for the future. Plans for new projects are also discussed.

Subject	Residents Rights	Residents Responsibilities
Your apartment	<p>Current lease outlining resident/landlord responsibilities</p> <p>Live in decent, safe, and sanitary housing that is free from environmental hazards such as lead based paint</p> <p>Right for repairs to be performed in a timely manner upon request to 1-866-995-0462 (24-hour maintenance number)</p> <p>Access to quality maintenance department</p> <p>Communication in advance in writing of any non- emergency inspection or requirement entry into your apartment</p>	<p>Comply with the rules and guidelines that govern your lease</p> <p>Pay the correct amount of rent in a timely manner on the first day of every month</p> <p>Comply with annual re-certification process in a timely fashion</p> <p>Promptly notify Hope Community management of any changes in household composition</p>
Community Living	<p>Hope Community encourages its residents to organize as residents without obstruction, harassment, or retaliation from Hope Community management.</p> <p>We encourage residents to post materials in common areas informing other residents of their rights and opportunities to be involved</p> <p>We encourage the use of common space or meeting facilities (may be subject to a Hope approved fee) for resident meetings.</p>	<p>Conduct yourself in a manner that will not disturb your neighbors and building community.</p> <p>Not to engage in criminal behavior at any Hope Community building or surrounding areas.</p> <p>Dispose of garbage and litter as outlined by the NY Department of Sanitation</p> <p>Comply and uphold NYC Health and safety codes</p> <p>Report building maintenance issues directly to 1-888-995-0462</p>

LEASE & RENT PAYMENTS

Lease:

A lease is a contract between Hope Community and the resident (you) which outlines the terms and conditions of the affordable rental agreement. The lease specifies names of all household adult members, the amount and rent due dates, property address, duration of lease agreement, conditions of occupancy and the rights and obligations of all parties. If you do not understand the terms or conditions of your lease, please contact your Property Manager for clarification. Understanding your lease is **VERY IMPORTANT!!**



Rent payments:

Rent is due on the **FIRST** of each month. Rent can only be submitted to Click Pay in the form of check, money orders, or cash through any approved Moneygram site. No third-party payments will be accepted unless issued by an authorized agency. While Hope Community is the managing agent of your building, rent checks should be made out to: the name of the entity identified on your lease. Contact your Property Manager immediately if there are any discrepancies on your ledger.





LEASE & RENT PAYMENTS

Payment Options:

Please include the remittance slip for all payments and WRITE YOUR T-CODE on checks and money orders. Rent payments can also be made by setting up an automatic monthly or one-time payment online by e-check (ACH) with your bank account for FREE.

To set up electronic payments please follow the steps below:

Go to www.cornellplace.com or www.clickpay.com
Click Pay your rent (and then create your online profile with ClickPay)
Link your unit using T-Code number found on your monthly statement
Add your preferred Payment option (e-check) – THIS OPTION IS FREE
Set up Automatic payments or click now to make a one-time monthly payment

IMPORTANT:

For assistance with setting up payments online, please contact Click pay online at www.clickpay.com/help, email support@clickpay.com or call 1(800)533-7901. If you live in a Hope East of Fifth Building (HEF) payments made by check or money orders can be mailed to:

Hope East of Fifth HDFC, Inc.,
c/o Cornell Pace Inc.
P.O. Box 406
Emerson, NJ 07630

If you live in any other HOPE building payments made by check or money orders can be mailed to:

Hope Community, Inc.
P.O. Box 474
Emerson NJ 07630

LEASE & RENT PAYMENTS

Residents who have a rental assistant subsidy are required to pay the resident portion monthly

Hope residents who have a rental subsidy which has been terminated due to noncompliance for NOT re-certifying will be subject to pay the FULL contract rent which is applicable to these terms.

HCI offers its residents an opportunity to discuss the reason for nonpayment. Discussions should take place prior to rent payment due date whenever possible. This opportunity is not available to residents who are habitually delinquent (3 or more times) in paying rent and a prior opportunity for discussion within the prior six (6) months.

Resident's failure to pay all of the rent within a 30 day period will result in initiation of non-payment eviction proceeding.

Management will pursue collection of all unpaid charges. Other charges such as parking, air conditioner fees and assessed charges for damages and repairs are also due on the 1st of each month and are subject to the above outlined terms.

Late Rent Payments:

Please contact Property Manage immediately to make an appointment to resolve issue as soon as possible. Hope Community Resident Services Department is also available to assist you.

Returned Personal Check Penalty:

If a check is returned you will be charged the prevailing bank fee. If a personal check is returned more than once, management reserves the right to not accept this type of payment and you will be expected to choose other options of payment.

What should you do if you Receive a Hope Legal Notice?

On the 5th day of the month unpaid rent is considered late. If a resident fails to pay all or any part of the rent by the 5th day of the month, management will declare the rent late and issue a 3 Day Rent Demand Notice and make a referral to the Hope Residence Service Department for intervention to assist you to avoid litigation proceeding.

On the 15th day of the month of unpaid rent Management declare the rent extremely late and issue a ten (10) day Demand Notice

On the 1st day of the following month, unpaid rent is considered delinquent and non-payment procedure commence.

WHAT IS COMPLIANCE?

Compliance:

Refers to the documentation used to verify that all units are occupied by individuals who meet the Federal Income guidelines. Eligibility is established before moving into a Hope building and eligibility requirements are needed to maintain adherence to Federal guidelines. Once you have moved into your apartment, CHANGES IN INCOME WILL NOT AFFECT YOUR CONTRACT RENT (Contract rent is the dollar amount of the rental obligation specified in the lease.) However, changes to your rent can occur after the established contract rent is adjusted according to the NYC rent guidelines. Income changes will only affect apartments that are subsidized such as Section 8 programs.

During this process residents are asked to provide landlord with complete and accurate information regarding the family composition, assets, and ALL income of household members. Adult family members are also required to complete an Annual Household Eligibility Questionnaire and be present to sign off on the Tenant Income Certification (TIC) form. Failure to cooperate fully and honestly with the compliance process will result in legal action up to and including eviction. Hope Community residents will be notified in writing when Management needs to schedule a meeting to re-certify! Management will notify resident in a timely fashion when there is a need to reschedule a re-certification meeting.

Re-certification Process:

Re-certification is an annual process where HOPE staff reviews required documentation to verify that Hope residents continue to meet income eligibility guidelines for unit (which is usually determined prior to move in). Residents may recertify online through Affordable Rent Café, an online application process that enables residents the ability to upload recertification documents through a secure portal. Check with Property Management to see if this is available to your building.

Documents needed for certification: Proof of income is required for all adult members of the household (Acceptable documents include pay stubs for all working individuals, school letters for children and adults, public assistance budget letters if applicable, and Social Security Annual award letters). In addition, documents such as Affidavits of Unemployment and Lease Riders may need to be submitted and will have to be notarized. You will also need to provide written authorization to conduct third party verification of information for all adult members included on the lease (Necessary documents may vary from one housing program to another).

MAINTENANCE - PLEASE call 866-995-0462 for any repair requests. A work order will be generated and your request will be addressed within 3 business days. All urgent requests will be handled within 24 hours.

KEYS & KEY FOB

At lease signing all units are issued two key fobs for up to 2 adults to access front door of building. Additional key fobs can be purchased for additional household members-\$25 each. If key fobs are lost or stolen, you are required to file a police report along with a signed affidavit provided by your building manager. You will incur a \$25 key fob replacement fee for the first time lost and \$100 for each subsequent occurrence.

LOCKED OUT

Hope Community staff DOES NOT have copies of keys to individual apartments. In the event that you're locked out, please contact the call center at 1-866-995-0462. You can also contact a local locksmith if you choose to do so. We recommend that you **DO NOT call the fire department unless you believe there is an emergency in your apartment which requires immediate attention.** For example, emergencies requiring a 911 call are: stove left on, small child left unattended in apartment, or water left running in apartment. Any damages to apartment door caused by FDNY for lockouts will be charged directly to YOU, the leaseholder.

INTERCOM SYSTEM

There is an intercom system that allows you to speak with people attempting to enter the building. When your system buzzes, push the "TALK" button and speak into the intercom. To hear a response, push the "LISTEN" button. Once the person has been correctly identified, push the "DOOR" button to allow them access. Security Systems have been installed as a means of providing safety and protection for both yourself and your neighbors.

KNOWING YOUR BUILDING

WIRELESS INTERCOM SYSTEM

We are introducing wireless intercom systems to some of our buildings. A wireless intercom is a telecommunications device that allows voice communication without the need to run wires between intercom stations. So instead of the intercom being a fixed device on a wall, it is connected to a working telephone number, provided by you (the tenant). It will be the tenant's responsibility to make sure that Hope Community management has a current telephone number on file. When the guest arrives and buzzes the intercom, it will ring the number provided by the tenant (landline or cellular). Only that phone may be used to respond to the intercom call.

Important: Never buzz in people you do not know or who are not coming to see you.

For your safety and protection, door to door soliciting is NOT allowed at any Hope Community Building. This includes solicitation within the building. Hope Community residents are required to notify Management Office or super when solicitors appear on the site. Please note, your safety and the safety of your neighbors are our priority.

WINDOW GUARDS & SMOKE/CO2 DETECTORS

The purpose of a smoke & carbon monoxide (CO2) detector is to warn you of smoke, fire, or gas in your apartment. In the event of fire or gas leak, it can save your life. Carbon monoxide is an odorless and highly toxic gas. A carbon monoxide detector must be installed within 15 feet of the primary entrance of each sleeping room. Landlords must also install smoke detectors in each apartment. If a resident has removed the detector or failed to replace the battery s/he/they, must return it to proper working condition.

KNOWING YOUR BUILDING (CONTINUED)...

For safety reasons residents should:

Test all carbon monoxide detectors and smoke detectors at least once a month.

Replace batteries in carbon monoxide and smoke detectors at least twice a year.

Listen for an alarm sound when battery is low and replace battery immediately.

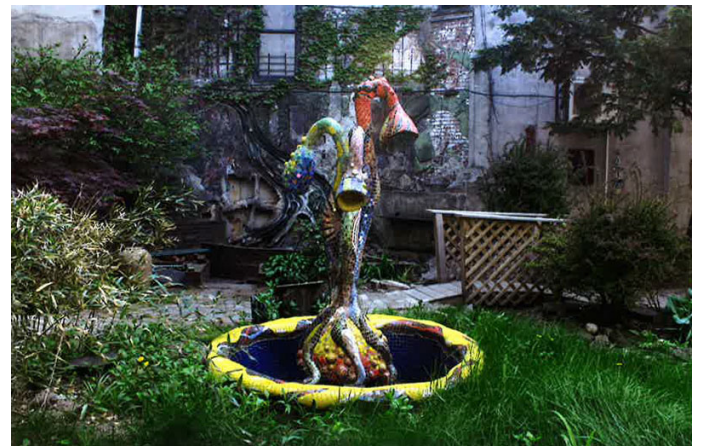
Use only the type of batteries recommended

Never paint over the detectors

Call Maintenance call center at 866-995-0462 to report broken or damaged devices

Community Room Hope Community provides use of its Community Rooms to residents of the buildings for a nominal fee and on a first-come first-served basis. Community rooms can be used for small parties, meetings, and gatherings with family or friends for up to five hours, including set up and clean up time. Each event is limited to 50 people, and an additional fee is charged for the use of tables and chairs. Community Rooms are made available without charge for Tenants Association (TA) general or board meetings, as well as TA-sponsored events such as holiday parties or other gatherings that are operated and supervised under the auspices of the TA. Such activities must be open to all residents in the building and inclusive in nature. Community Rooms are also available for repass celebration for individuals who resided in the building at the time of their death. Hope recommends that residents interested in reserving the room make requests at least (4) weeks in advance. Other requests will be considered if the room is available. Contact the Resident Services Coordinator who works with your building to reserve a room.

Gardens Hope Community has a number of gardens and outdoor spaces throughout the portfolio. The following gardens will be available to the public on Monday-Friday, from 9:00 am-4:00 pm during the months of April-October.



Garden Locations

Modesto Flores (104th and Lexington)
2284 2nd Ave

The gardens below are reserved for families and guest residing in those buildings ONLY:

425 East 115th Street	334 East 112th Street
427 East 115th Street	Carlos Rios
122 East 117th Street	Canaan House
157 East 117th Street	Hope Founders
2030 Lexington Ave	

No smoking, drinking alcohol or use or open fire of any kind in open spaces.

Smoking

There is no safe amount of exposure to second hand smoke. Adults exposed to second hand smoke have higher risks of stroke, heart disease and lung cancer. Children exposed to second hand smoke have higher risks of asthma attacks, respiratory illnesses, middle ear disease and sudden infant death syndrome (SIDS). New York City prohibits smoking and using e-cigarettes of any kind in indoor common areas of buildings, including, but not limited to lobbies, hallways, stairwells, mail rooms, fitness areas, storage areas, garages and laundry rooms. If you are in a Hope Community building that permits smoking, all smoking is restricted to your apartment ONLY.

If you are interested in making your building smoke free, reach out to the Resident Services Department or your Property Manager for assistance.

If a smoke alarm is chirping consistently, one of the following may be the reason:

- The smoke detector's battery may need to be replaced.
- An alarm will chirp every 30-60 seconds for a minimum of seven days to indicate it is time to replace the batteries.

Window Guards & Gates

The law requires that building managers install window guards in your apartment if you live above the first floor and you have a child who is 10 years old or younger. The window guards are meant to protect your child from falling out of the window. As soon as you move into your apartment, confirm that the guards are firmly installed in the window. Also, check that each window is equipped with window stops. A window stop is a device such as a bail, a screw, or a bracket, which stops the window before it can open all the way up. Please contact the maintenance call center at (866) 995-0462 if you find that your window guards are not properly secured or that your window lacks a stop.

YOUR APARTMENT

Hope Community Management will not remove window guards under any circumstances if a child who is 10 or under is residing in home

How to use Window Gates

In most apartments' gates have been installed on windows where there are fire escapes. They're specifically installed to prevent burglars from entering your apartment through your fire escape window. If there is an emergency inside your apartment, you can easily open your gates.

How to Open the Gate

There is a small rectangular box on the side of your gate. When you lift the cover of the box, you will find a lever. This lever moves up and down. To release the lock on the gate, pull the lever up and slide the gate across the track to the other side of the window. When the gate is pulled all the way across, it will swing open into the room. Raise the window and step onto the fire escape. For non-accordion type gates turn the knob that is located on the right side of the clockwise to open the gate.

How to Close the Gate

You can easily close the gate. Put the gate back into its track and slide it closed. Pull the lever up again and slide the gate so that the rings on the gate fit into the slots in the framework of the gate. Once the rings are positioned correctly let the lever drop. The pins in the frame will secure the gate so that no one from the outside can get in. For non-accordion type gates simply push door closed and turn the gate counter-clockwise to lock the gate. The gate can only be opened from the inside of the apartment.

The Gates and Your Children

You must teach your children how to get out of the apartment if there is an emergency. Practice opening the gates with your children, but explain that the gates and fire escapes are not toys to be played with.

Appliances Upon your request we will instruct you on the proper operation of all kitchen appliances. If you have any difficulties operating, cleaning, or maintaining any of these appliances, PLEASE call 866-995-0462. You are responsible for any damages to appliances caused by actions/neglect by you or others in your household or guest.

Air Conditioners All air conditioner units must be installed using AC brackets. Maintenance staff are available to assist with proper installation. If your AC unit is not installed properly, Hope Community will ask you to remove the AC unit. AC brackets are available for purchase (small units are \$48 and \$62 for large units). If you would like to purchase AC brackets, please contact 866-995-0462 to place an order. Maintenance team will contact you to schedule an appointment. Please contact your Property Manager to arrange payment with a money order or check made to Hope Community.

Apartment Alterations Do not make interior alterations, such as painting or redecorating of a permanent nature without the written consent of Hope Community Management. Hang all pictures and mirrors with "picture hangers." Do not use tape or adhesive hangers – this causes considerable damage to walls, and you will be charged for damages.

Circuit Breaker We recommend that you use energy efficient bulbs in all light fixtures in your apartment. In your apartment, you will also find a circuit breaker panel. Your circuit breaker controls the electrical power within your apartment only. When you first move in, please make sure the breakers are turned on. Each switch controls electrical current to a different part of your apartment.

YOUR APARTMENT (CONTINUED)...

When you confirm which switch corresponds to each area of your apartment, make a note of it on the panel door. If at some point, it's necessary to turn off the power to a particular section of your apartment, simply snap the circuit breaker switch to the OFF position. To restore power, snap the switch to ON position. If you're over loading your apartment's electrical system, the circuit breaker will automatically shut down. All of the power in your apartment will turn off. The switches will shift to the OFF position. If the circuit breaker overloads, unplug some of the appliances or contact maintenance call center at 1-866-995-0462. We encourage you to use surge protectors if plugging in more than one appliance to avoid overloading the system

APARTMENT INSPECTIONS All Hope Community units will be inspected annually by Hope Community Property management staff, to ensure that all apartments comply with housing quality standards, remain in excellent condition and are free of needed repairs. All window guards and smoke detectors will be examined during this inspection. The Hope Community Property Manager assigned to your building will coordinate the date and time of inspections. During the month of January of each year, Management will send you an ANNUAL Smoke Alarm/CO2 Information Notice along with a LEAD POISONING AND WINDOW FALLS Annual Notice. Please be mindful of filling out and returning the required forms to management immediately.

PET POLICY

Overview

Tenants may, after fulfilling management requirements, maintain a pet from only one of the following categories:

(Service, or Assistance animals are not considered pets and are therefore exempt from these policies).

a.) Dogs – Maximum number – One
(1)Maximum Size – 40lbs or less at full maturity
Sprayed or neutered at appropriate age *Current distemper and rabies shots

b.) Cats – Maximum number – One
Sprayed or neutered at appropriate age
*Current distemper and rabies shots

c.) Birds – Maximum number – Two (i.e. Love Birds, Finches and Parrots etc.)

d.) Fish – Maximum Aquarium size – 30 gallons
Maximum number – Approx. three inches of fish per gallon of water Aquarium should be placed in a safe and secure location in the unit.

Only domestic animals will be allowed. No Dobermans, Pitt Bulls, Rottweilers, Boxers or Labradors dogs, no reptiles, monkeys or other exotic undomesticated animals of any type will be allowed.

Interview Process A tenant who wishes to have a pet must first, in writing, make a request to the Manager to acquire a pet. The owner reserves the right to then have Manager schedule an appointment with Tenant to bring the pet in for an evaluation. It is also agreed that Owner reserves the right to require from Tenant(s) and pet owner, the following: Name, address and phone number of Veterinarian's certification certifying that the pet complies with the selection criteria, and appears to be in good health, well cared for, well behaved and under the control of its owner. Overly aggressive, overly active or unfriendly animals will not be accepted. The Tenant will be provided with a written ruling as to the pet's acceptability after the evaluation. If the pet is rejected, the Tenant will be told in writing of the reason(s) for the rejection and must remove the pet from the premises within ten days of receiving the notice. The pet owner to designate a "Pet Trustee" who will execute the Pet Agreement in the event of an emergency.

Financial Obligations A one time Pet Deposit in the amount of \$250.00 is required. Payment must be made by check or money order only. This deposit is totally separate from the unit security deposit paid at the time of occupancy. The deposit is fully refundable after the unit has been vacated if there are no pet damages or at such time that the pet no longer resides in the unit. The Pet Deposit may not be used to pay other non-compliance fines detailed in this policy. This deposit is solely separate from the Tenant's rent as stated in the apartment lease. In addition, Tenant's shall be liable for all damages resulting from any injury to the person and/or property of others as stated in the Pet Agreement.

Dogs, Cats, Etc. The pet must be kept in the tenant's apartment or when inside the building kept under control at all times. This is to prevent the spread of pet dandruff, which is often the cause of severe allergies in many people. Unless carried or on a leash no longer than two feet, a dog shall not be permitted on any passenger elevator or in any public portion of the building. At no time will the pet ever be allowed to roam free. Pet shall not be allowed in the play area, or laundry rooms. Pets must never be allowed to urinate or defecate in landscaped areas, planters, or on building property. Allowing a pet on any of the exterior grounds, unleashed, will result in one (1) formal written notice of warning, thereafter, a \$25 will be assessed for each offense.

Waste All animal waste and/or litter from litter boxes or cages is to be picked up and disposed of in sealed plastic bags and placed in the trash bin or garbage chute. Cat litter must be emptied at least weekly and cleaned daily. If an excessive odor develops because of improper care one (1) verbal reprimand followed by one (1) written reprimand will be given. A third notice of the problem can result in the tenant being required to remove the pet from the complex. Litter from litter boxes is not to be disposed of down the toilet, as it could clog up the plumbing. Charges for cleaning the toilet will be billed back to the Tenant at a cost of \$25 for each occurrence if the rule is violated.

The Tenant agrees to use a "pooper scooper" or other device to clean up behind the pet if it should ever "mess" on the exterior common grounds.

PET POLICY (CONTINUED)...

Behavior The Tenant agrees to keep his pet under control at all times so that the pet does not jump up on other Tenants or guests on the property and that they are not bothered or unduly subjected to excessive barking or other aggressive behavior.

Pets that disturb the peace and quiet of the neighbors through noise (barking, whining, etc), odors, animal waste, biting, scratching, urinating in public spaces, or other nuisance must be removed from the premises.

The Tenant agrees to provide adequate care of; nutrition, exercise and medical care for the pet, including current shots as required by New York State Law. Pets that appear to be poorly cared for will be reported to the ASPCA or other appropriate authority for removal at the Tenant's expense. Pets must be removed from the units for the full amount of specified time for an extermination and defleaing. This requirement must be complied with completely.

Courtesy The Tenant also acknowledges that other tenants may have chemical sensitivities or allergies or are easily frightened by animals. The Tenant, therefore, agrees to exercise common sense and common courtesy in respect of such other tenant's rights to peaceful and quite enjoyment of the premises.

No pets of visitors shall be allowed in the building, nor can any pet be held temporarily by any tenant unless the pet shall be kept for more than fourteen consecutive days and nights, in which case registration and other requirements apply.

In an effort to encourage improved physical health for our residents, Hope Community offers the following services in Hope buildings:

- Integrated Pest Management
- Assistance with creating Smoke Free Housing
- Use of Green Cleaning Products
- Energy Conservation
- Active Design

As such, we have instituted the use of green products by our maintenance team when appropriate, partnered with residents and exterminators to use least toxic products when addressing extermination issues and continue to work with Tenants Associations to consider making their buildings smoke free.

Forming a partnership between you, the exterminator and Hope Community is the most effective way to address pest management issues.

Pest can carry a number of diseases. If you encounter bugs, ants, rodents or other pests in your apartment, please report it immediately to Hope Community. Having an outbreak of pests is not always a sign of poor housekeeping, however, sometimes it's a major contributor. Hope Community residents are provided with extermination services at no additional cost, on a regular basis.

Bed Bugs Bed bug infestations are increasingly common, but there are steps that can be taken to prevent bed bugs from infesting your home. When bed bugs are present, they can be safely controlled. If you believe that you have bed bugs, contact your Property Manager and the Maintenance Call Center at (866) 995-0462.

HEALTHY HOMES

Hope Community Maintenance team post specific dates and times the exterminator will be in your building. Please note, if you cannot be home on the date the exterminator is scheduled, please make arrangements with a friend, family member or trusted neighbor to make your home available for extermination.

If you find pests, please use non-toxic pesticide products and baits traps prior to usage of more aggressive means. Please avoid products that are both dangerous to your health and surroundings, such as Raid spray and Moth balls. Most pesticides are also poisons to humans and pets. Health studies have linked some pesticides to cancer, birth defects, neurological disorders, as well as allergies.

TIPS!

Roaches tend to dwell in watery areas, such as sinks left with dishes, while mice and other vermin tend to be attracted to leftover food and crumbs. Please be mindful of your surroundings and report any pest issues ASAP. Other strategies to avoid pests from entering your apartment in the first place are:

- Clean up food and spills right away
- Clean kitchen after each use
- Sweep floors daily
- Rinse out bottles before recycling
- Take out garbage and recycling daily
- Cover kitchen waste baskets
- Minimize clutter and paper piles

Do-it-Yourself Maintenance The best kept homes are maintained by everyone in the household working together. For example, in some families, each family member is responsible for a specific task. In others, one person is responsible for cleaning the entire home while others contribute in other ways. Whatever system you use, here are a few tips that may make the job of maintaining your home simpler.

Use green cleaning products whenever possible “Green” cleaning products have specific ingredients that help create a healthier indoor environment and reduce outdoor smog by avoiding dangerous organic compounds.

Select Products Labeled

- Unscented
- Concentrated
- Biodegradable
- Non-Toxic Lower or no-VOC
- Phosphate Free
- Green Seal Certified
- Environmentally Designed

Products To Avoid May List The Items Below

- Highly Flammable
- Combustible
- Danger
- Poison
- Corrosive
- Caution
- Ammonia

TIPS FOR KEEPING YOUR HOME WELL MAINTAINED

Cleaning methods matter

Please follow the best practices below:

- Clean discolored surfaces or cracked grout with baking soda or borax. If discoloration persists or gets worse, contact the Maintenance Call Center at 866-995-0462 to create a work order.
- Clean your stove range hood and grease filter regularly
- Regularly replace sponges and cleaning towels
- Avoid using bristly cleaning sponges and abrasive products
- Open apartment windows regularly in order to ventilate unit with fresh air when the heat and A/C are off
- Sweep and mop the floors of your apartment daily
- Vacuum the carpet regularly
- Wash dirty dishes and kitchen surfaces after each use and wipe up spills immediately
- Don't mix cleaning products
- Dispose of chemical products properly

GREEN CLEANING RECIPES

BASIC WINDOW/MIRROR CLEANER:

¼ Cup white vinegar & water

Pour white vinegar in a spray bottle and fill to top with water. Spray on surface and wipe with clean sheet of newspaper.

ALL-PURPOSE SPRAY:

2 Tbsp. white vinegar

½ Tsp. liquid dish soap

1 Tbsp. baking soda

2 Cups warm water

Combine vinegar and soap in spray bottle Add baking soda and wait until foaming stops Add water and shake to mix. Spray and let sit before wiping with a clean rag

PEPPERMINT FLOOR CLEANER:

¼ Cup Murphy's Oil Soap

1 Cup white vinegar or lemon juice 1 Cup very strong peppermint tea

Combine ingredients in a bucket of warm water and mix until sudsy. Scrub floor with mop or rag, followed with a clean water rinse.

TOILET BOWL CLEANER:

Sprinkle baking soda inside bowl. Squeeze in a few drops of Murphy's Oil Soap or Castile Soap. Scrub toilet with a bowl brush and finish outside surfaces with a rag sprinkled with baking soda. Rinse well with clean water.



WASTE MANAGEMENT & RECYCLING

Waste that we throw away, chemicals that we pour down drains, and items that we do not recycle all harm our planet. Waste is a major factor in the pollution of our soils, air, bodies of water, and our forests.

Recycle these items in designated areas:



Put in clear bags, bins labeled MIXED PAPER, or any bin with green NYC Recycles decal.
Staples & window envelopes ok.

No hardcover books; waxed, soiled, or soft paper



Put in clear bags, bins labeled METAL, GLASS & PLASTIC, or any bin with blue NYC Recycles decal.
Empty and rinse containers. Caps & lids ok.

No batteries, plastic bags, squeeze tubes & pouches, or plastic foam

WASTE MANAGEMENT & RECYCLING

Use green cleaning products whenever possible "Green" cleaning products have specific ingredients that help create a healthier indoor environment and reduce outdoor smog by avoiding dangerous organic compounds.

Hazardous Waste:

- Batteries & Antifreeze
- TVs, Cell Phones, & Electronics
- Fluorescent Lamps & light bulbs
- Paint & Paint Products
- Aerosol cans & Household Cleaners
- Medications, Mercury Thermometers, & Thermostats
- Pesticides, Herbicides, & Chemical Fertilizers
- Computer, Printers, & Printer Cartridges

Additional Ways to Reduce Waste:

- Think twice before putting things in the trash. Decide if there is a better way to dispose of or reuse the item.
- Consider donating gently used items.
- Donate gently used books or other school supplies to local schools.
- Donate board games and puzzles to local senior centers or hospitals.
- Use reusable bottles- Each year, billions of plastic water bottles are thrown away and properly recycled
- Consider using reusable shopping bags. Consider taking your own bag for groceries to help cut down on single use plastic bags
- End Junk Mail- Remove yourself from mailing lists. Eliminate the amount of junk mail by remove yourself from mailing list. For more information visit: www.catalogchoice.org

WASTE MANAGEMENT & RECYCLING (CONTINUED)...



PLUMBING

Fatberg The word “fatberg” combines the words “fat” and “iceberg” to describe the masses of congealed grease and personal hygiene products that have been found lingering in sewers around the world. They are HUGE, DISGUSTING, DESTRUCTIVE, and COSTLY! Wet wipes—yes, even the ones that say “flushable,” condoms, feminine products, paper towels (and all the other stuff) that you flush down your toilet enters our sewer system and mixes with the grease that you have poured down your sink. This mix of personal hygiene products and grease can create “fatbergs” in our sewers.

Do Not flush solid items down your toilet:

Pampers
Sanitary Napkins
Buttons
Bones
Cat litter
Toys

Prevent Leaks and mold:

Do not leave water running unattended. Sinks or tubs could overflow and possibly cause water damage to your apartment as well as a neighboring apartment. Make sure your shower curtains fit inside the tub (at least 6 inches) to avoid water seeping out and causing leaks to your neighbor. Any leaks caused by your negligence could cause significant property damage, and you may ultimately be charged directly for the cost of all repairs. If you suspect that you have a leak or mold please contact Maintenance Call Center at **866-995-0462** for immediate assistance.

Prevent Clogs:

- Place a strainer in your sink and tub to prevent hair, small items, food, etc., from getting into your drain. Do not flush or pour grease into the toilet or sinks. Please use a coffee container to collect grease. Let it sit in the refrigerator. Throw out the can when the grease is solid. **PLEASE DO NOT USE DRANO LIQUID, LYE, OR SIMILAR COMMERCIAL SOLUTIONS.** These products make the problem worse and destroy the pipes over time.



What is NYPD Neighborhood Policing Program

NYPD Neighborhood Policing Program is a comprehensive crime-fighting strategy built on improved communication and collaboration between local police officers and community residents. Hope Community Inc. believes in this program and is working together with the NYPD to achieve its objective of establishing Neighborhood Policing in every precinct citywide.

How does the program work?

Neighborhood Policing divides precincts into four or five fully-staffed sectors. The same officers work in the same neighborhoods on the same shifts, increasing their familiarity with local residents and local problems. The radio dispatchers, supervisors, and sector officers work together to maintain "sector integrity" meaning the sector officers and sector cars do not leave the boundaries of their assigned sectors except in precinct-wide emergencies. Neighborhood Policing is sufficiently staffed to permit off-radio time for the sector officers, so they're not exclusively assigned to answering service calls. Their off-radio time is used to engage with neighborhood residents, identify local problems, and work toward solutions. If you feel that there is a need for increased support from the neighborhood police, please contact your Property Manager or someone from Resident Services department.

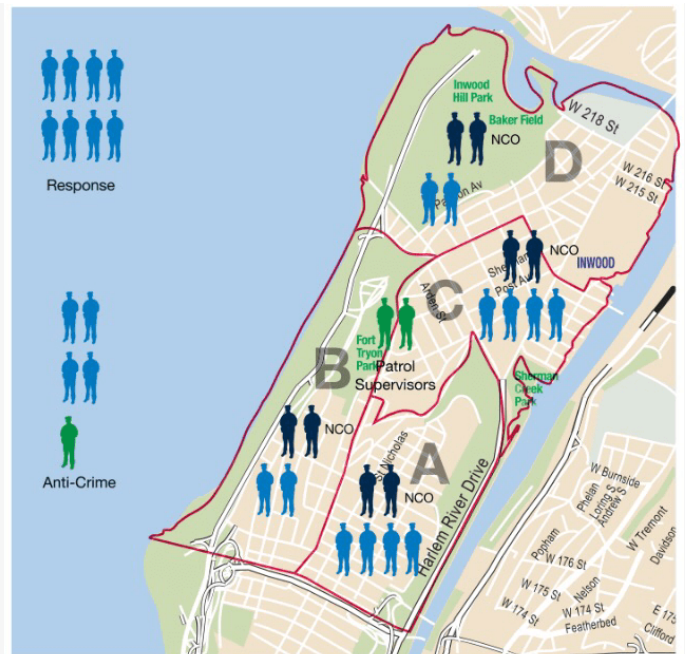
NYPD NEIGHBORHOOD POLICING PROGRAM

Goal of Program:

Neighborhood Policing increases community and engagement with local communities and supports improving the NYPD's crime-fighting capabilities.

Neighborhood Coordination Officers:

Filling out each sector's team are two Supporting Sector Officers designated as the Neighborhood Coordination Officers (NCOs). The NCOs serve as liaisons between Police and the Community and are key crime-fighters and problem-solvers in the sector. They familiarize themselves with residents and their issues by attending community meetings with community leaders, clergy, visiting schools, following up on previous incidents, and using creative adaptive skills and techniques.



A Tenant Council is made up of resident leaders who represent other residents in their building or entity at regular meetings with organization's leadership with the goal of developing a resident centered collaborative culture between Hope Community and residents.

Benefits of a Tenant Association & Tenant Council:

- Increase sense of community among residents
- Improvement in communication between residents and Hope Community
- Assist resolve issues and concerns between Hope Community and residents
- Facilitate good ideas and create opportunities to collaboratively address building/neighborhood concerns
- Opportunity to develop and share organization's goals
- Communicate tenant rights

How often should you hold TA meetings?

Meetings can be held as often as the group decides. However, we recommend that Tenant's Association's meet at least once a month. Alternate methods like conference calls or on-line meetings are also viable options. Initially, you can post a flyer with a proposed time that might work for you and your neighbors. You can also put up a sign in the building asking people to let you know when they are available to meet.

Sample Meeting Structure & Timeline:

- First Meeting - Introductions and explanation of the purpose of Tenants Association
- Second Meeting - Solidify meeting time and start to think about structure of meeting
- Third Meeting- Start to develop leadership roles and responsibilities
- Fourth Meeting - Decide if you want to hold an election and work on scheduling

BENEFIT OF A TENANT ASSOCIATION & TENANT COUNCIL

Since this is a Resident driven meeting, you can invite Hope Community Resident Service Coordinator or other Hope staff to any meeting that you would like.

Recommended Meeting Documents:

Before Meetings

- Flyers should be hung up in common areas and distributed to all residents
- Agenda (see sample agenda)
- Updates from last meeting
- Sign In sheet with Date

During Meetings

- Minute taker (person who records what happens at meetings and what items were agreed on)
- Translator- when necessary (someone to translate so that everyone understands what is being said)
- Schedule next meeting

After Meeting

Review meeting notes and share with attendees and others in the building

Translate information in notes/minutes when necessary

Create and post flyers for next meeting

BENEFIT OF A TENANT ASSOCIATION & TENANT COUNCIL (CONTINUED)...

Leadership Structures:

How your group decides to assign leadership roles is completely up to you. Examples of Leadership structures:

- President, Vice President, Treasurer, Secretary
- Floor Captains (Assign 1 person responsible per floor to be responsible for communicating with residents)
- One Tenant's Association Leader

How to elect TA Leaders:

- Hold a formal election
- You can host a specific time/location for people to vote or set a due date for ballots to be returned
- After elections are complete, tally votes and inform residents of their new roles.

Why should you reach out to your Hope Community Resident Services Coordinator?

- They can help you with the coordination/printing for meetings. (For photocopies, please contact your Resident Coordinator 2 weeks before your meeting)
- They are the liaisons between you and Hope Community Inc.

Let your Resident Services Coordinator know at least one month in advance if you'd like to invite a Hope Community staff member to your meeting.

- Resident Services are there for you if you have questions and/or need support!

Event Ideas for Your Building/ Entity:

- Celebrate Holidays
- Community Service Projects
- Attend meetings in East Harlem community
- Consider using Hope Garden spaces for a gathering or meeting (with advance permission from Hope Community Management)
- Connect more residents from multiple Hope Community buildings
- Discuss local training opportunities to build leadership or other skills

Community Resources:

- Fire Safety Education (Schedule a fire safety training at your building location)
- Schedule a public safety training with local precinct
- Call 311 for Educational Pamphlets
- (Preventing Rats, Preventing Bedbugs, Smoke-free housing guide)
- NYCHA Representative
- Department of Sanitation of New York Representative
- American Red Cross

COMMUNITY INFORMATION

Fire Stations:

Engine 91
242 East 111 Street

Engine 58
1347 5th Ave

Engine 352
282 3rd Avenue

Police Stations:

23rd Precinct
164 East 102nd Street
212-860-6411

25th Precinct
120 East 119th Street
212-860-6511

28th Precinct
2271-89 Frederick Douglass Blvd
212-678-1611

Hospital & Medical Facilities

Mt. Sinai	1468 Madison Ave	212-241-6500
Harlem Hospital	506 Lenox Avenue	212-939-
1000		
Metropolitan Hospital	1901 First Avenue	212-423-6262
Terrence Cardinal Cooke	1249 5th Avenue	212-360-
3600		
East Harlem Neighborhood	158 East 115th Street	855-789-
8760		
District Health Center		

COMMUNITY INFORMATION (CONTINUED)...

Parks

Thomas Jefferson Park	1st Avenue to FDR Drive, E 111th - E 114th St.
Marcus Garvey Park	Madison Avenue, E. & W.120th – E. & W.124th St.
Morningside Park	W 110th to W 123rd Street
Jackie Robinson Park	Bradhurst to Edgecombe Avenue, W 77th to W 81st St.
Riverside Park	Hudson River, 72nd - 158th St.
Central Park	5th Avenue to Central Park West, West 59th St. to West 110th Street

Museums

El Museo Del Barrio	1230 5th Avenue	212-534-1672
Museum of The City of New York	1220 5th Avenue	212-534-1672
Studio Museum in Harlem	144 West 125th Street	212-864-4500

Hotlines

AIDS Information:	800-HIV-0440
Al-Anon for Families of Alcoholics:	800-344-2666
SAMHSA Helpline:	800-662-HELP
Child Help Hotline:	800-422-4453
Girls & Boys Town Hotline:	800-448-3000
National Suicide Prevention Lifeline:	800-273-TALK (8255)
National Domestic Violence Hotline:	800-799-7233
Rape and Sexual Assault:	800-656-HOPE
Poison Control:	800-222-1222
Youth Line:	310-855-4673
839863	
National Runaway Safeline:	800-RUN-AWAY
Youth Hotline:	800-246-4646

New York Public Library Branches

9 West 124th Street	212-348-5620
203 West 115th Street	212-666-9393
112 East 96th Street	212-289-0908
174 East 110th Street	212-534-2930
224 East 125th Street	212-534-5050
518 West 125th Street	212-662-9727

Text TEEN to

COMMUNITY INFORMATION (CONTINUED)...

Elected Officials:

**Diana Ayala, New York City
Council District 8
105 East 116th Street**

**Robert J. Rodriguez.
NYS 68th Assembly District.
55 East 115th Street**

**Bill Perkins, New York City
Council District 9
163 West 125th Street, Room 729**

**Jose M. Serrano.
NYS 29th Senatorial District.
1916 Park Avenue, Suite 202**

**Gale Brewer, New York City
Borough President
431 West 125th Street**

**Brian Benjamin.
NYS 30th Senatorial District.
163 West 125th Street, Suite 912**

**Adriano Espaillat
US 13th Congressional District
163 West 125th Street, 7th Floor**

Community Board:

**Manhattan Community Board 11
1664 Park Avenue, Ground floor
New York, NY 10035
T: 212-831-8929
E: mn11@cb.nyc.gov**

**Manhattan Community Board 10
215 West 125th Street, 4th Floor
New York, NY 10027
Office: 212.749.3105
Fax: 212.662.4215**

**COMMUNITY
INFORMATION
(CONTINUED)...**

Executive Office:

Walter M. Roberts - Executive Director

Eve Valenzuela - Executive Assistant to E.D.

Lorenzo Cesare - Director of Finance

Eytan Shafir - Director of Operations

Fonda Porter - Director of Asset Management

Norman Williams - Director of Real Estate Development

Craig Harty - Director of Maintenance Operations

Julie Dussard - Director of External Affairs

Michelle Pryce-Screen - Director of Resident Services & Programs

**Resident Services Line: (646) 395-2322
hoperesidentservices@hopeci.org**

For more information:

www.Hopeci.org

Contact Us :

info@Hopeci.org

1-212-860-8821

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Asian American Center
Queens College**

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