

**UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF NEW YORK**

DENNIS JIMENEZ, BARBARA MARTINEZ,
EDMUND SKINNER, individually and on behalf
of all persons similarly situated

Plaintiffs,

-against-

CAMBA, INC. and CHV 560 WINTHROP
STREET LP,

Defendants.

Case No 1: 25-cv-05625

SETTLEMENT AGREEMENT

WHEREAS, Dennis Jimenez, Barbara Martinez, and Edmund Skinner (“Plaintiffs”) filed a Complaint on October 7, 2025 against CAMBA, Inc. (“CAMBA”) and CHV 560 Winthrop Street LP (collectively the “Defendants”) in the United States District Court for the Eastern District of New York, Case No. 1: 25-cv-05625 (the “Action”);

WHEREAS, in the Complaint, Plaintiffs alleged that Defendants, providers of supportive housing in Brooklyn, failed to provide them with reasonable accommodations that would enable them to use and enjoy their housing accommodations without facing the risk of eviction and homelessness, insofar as proceedings for nonpayment of rent were brought against them in New York City Housing Court, in violation of the Fair Housing Act, the New York State Human Rights Law and the New York City Human Rights Law;

WHEREAS, Defendants deny that they failed to provide any required reasonable accommodations to Plaintiffs, and they maintain that their policies and procedures comply with applicable law and regulations;

WHEREAS, Plaintiffs and Defendants (each, a “Party” and collectively, the “Parties”) wish to resolve this dispute amicably, and in a manner that includes a full release of claims;

WHEREAS, the Parties have agreed to the enter into this Settlement Agreement (hereinafter “Settlement Agreement” or “Agreement”) without any admission of liability and without an adjudication on the merits;

IT IS HEREBY STIPULATED AND AGREED, by and among the undersigned, that this Action be settled upon the following terms and conditions:

1. Defendants acknowledge that they are subject to the New York City Health Department and New York City Human Resources Administration’s “Housing Stability and Eviction Prevention Guidance for Supportive Housing Providers,” as it may be amended from time

to time, and the New York City Department of Housing Preservation & Development's "Housing Stability and Eviction Prevention Guidance for Owners of Supportive Housing," as it may be amended from time to time (collectively, "City Guidance"), attached hereto as Exhibit A.

2. Defendants agree to affirmatively adopt the "Protocol re Nonpayment Legal Actions Involving Supportive Housing Clients" (the "Protocol") that has been negotiated and agreed to by the Parties, and to implement the Protocol within three (3) months of the execution of this Agreement. The Protocol applies to and sets out procedures prior to initiation of and following commencement of nonpayment proceedings in New York City Housing Court involving CAMBA Supportive Housing Clients (as defined below). The Protocol provides, among other things, that:

- a. CAMBA Supportive Housing Clients are entitled to Rent Payment Support and Additional Supports and Protection as provided in the City Guidance, the Protocol, and this Agreement, including assistance with financial management and/or applying for rent arrears grants, including "One Shot Deal" applications with the New York City Human Resources Administration, both before and after service of a rent demand and after the commencement of a nonpayment proceeding, so that involuntary termination of tenancies may be avoided to the maximum extent feasible.
- b. CAMBA shall refrain from commencing nonpayment proceedings against CAMBA Supportive Housing Clients who are cooperating with efforts to obtain rent arrears grants and/or financial assistance, such cooperation including by providing and signing all necessary documents and applications and attending meetings with CAMBA Social Services Staff for the purpose of applying for rent arrears grants and/or financial assistance.
- c. CAMBA Social Services Staff will instruct CAMBA's third-party landlord-tenant legal counsel ("L&T Counsel") to include general language in the Notice of Petition and Petition of nonpayment proceedings, applications for default judgment, and applications for warrant requisition for failure to answer stating (i) the respondent is a participant in a supportive housing program; and (ii) the unit and/or building at issue is subject to a regulatory agreement, if and as applicable. Specifically, CAMBA Social Services Staff will instruct L&T Counsel to use the following language, or its equivalent, in the Notice of Petition and Petition: "The premises are subject to regulatory agreements and/or funding agreements, which provide for supportive services for the premises." This provision shall go into effect immediately upon execution of the Agreement.
- d. CAMBA Social Services Staff will direct L&T Counsel, in all housing court nonpayment proceedings involving CAMBA Supportive Housing Clients, to confirm each of the following in writing with CAMBA Social Services Staff, before *directing any marshal to make any application for a warrant of eviction, and before directing any marshal to execute on a warrant of eviction*, that: (i) the CAMBA

Supportive Housing Client is not cooperating with seeking rent arrears assistance, including by not providing and signing all necessary documents and applications or attending meetings with CAMBA Social Services Staff for the purpose of applying for rent arrears grants and/or financial assistance; or (ii) notwithstanding cooperation from the CAMBA Supportive Housing Client, all reasonable alternatives in seeking rent arrears assistance (including but not limited to payment plans, One Shot Deal applications, and subsidy assistance), have been exhausted, as determined by CAMBA Social Services Staff (as defined below) in their discretion.

3. Promptly upon full execution of this Agreement, CAMBA will ensure that all members of its Social Service Staff are made aware of the City Guidance, this Agreement, and the Protocol, and will provide training on the foregoing to all Social Service Staff within ninety (90) days of full execution of this Agreement.

4. The City Guidance, this Agreement and the Protocol shall all apply to Plaintiffs and to all individuals who are receiving supportive housing services from CAMBA in settings in which they have entered into a written lease, sublease or occupancy agreement and a supportive housing program agreement (as part of or in connection with the lease/sublease/occupancy agreement) with CAMBA or a CAMBA affiliate directly or indirectly controlled by CAMBA Housing Ventures, Inc. that holds beneficial title to a supportive housing building in which the individuals reside (collectively, the “CAMBA Supportive Housing Clients”). “Social Service Staff” means CAMBA employees who provide supportive housing services to CAMBA Supportive Housing Clients in the settings described above.

Stipulation Period

5. Counsel for Plaintiffs (“Legal Aid Counsel”) may move to enforce this Settlement Agreement for a period of fifteen (15) months (“the Stipulation Period”), provided however, no motion for enforcement may be brought until the fourth month of the Stipulation Period, as outlined below.

6. During the Stipulation Period, if Legal Aid Counsel believes that Defendants have breached the terms of the Settlement Agreement, including by not following the City Guidance or the Protocol, Legal Aid Counsel shall notify Defendants by email to Mary A. Smith and Michael A. Neville of Jackson Lewis P.C. (Mary.Smith@jacksonlewis.com and Michael.Neville@jacksonlewis.com) and Elizabeth M. Miller and Sara J. Fulton of CAMBA (elizabeth.miller@camba.org and sara.fulton@camba.org) (collectively, “Defendants’ Counsel”) of the nature and specifics of the alleged breach, and Defendants agree to promptly investigate the matter to determine compliance and resolve as necessary to give effect to this Settlement Agreement, subject to the expedited time frames applicable to the limited circumstances set forth in Paragraph 7 below. Defendants agree to provide a written response to Legal Aid Counsel by email to Pavita Krishnaswamy, Edward Josephson, Nick Berghall, and Madeleine Reichman (pkrishnaswamy@legal-aid.org, ejosephson@legal-aid.org, nberghall@legal-aid.org, and mreichman@legal-aid.org) within thirty (30) days of receipt of notice, and to cure and/or resolve

the breach within at least forty-five (45) days of receipt of notice from Legal Aid Counsel, and Legal Aid Counsel agree to forebear from filing any motion for enforcement of the Settlement Agreement until after receipt of such response from Defendants.

7. If, at any point during the Stipulation Period, Legal Aid Counsel becomes aware of a CAMBA Supportive Housing Client who appears to have received a Marshal's Eviction Notice in violation of the terms of the City Guidance, this Agreement, and the Protocol, Legal Aid Counsel may notify Defendants by sending an email to Defendants' Counsel providing a brief outline of the manner by which the City Guidance, Agreement, and Protocol have not been followed. Defendants agree to direct L&T Counsel to pause the pending eviction; investigate the matter to determine if the eviction is in compliance with the City Guidance, Agreement, and Protocol; and notify Legal Aid Counsel of the outcome of the investigation. If Defendants confirm that a nonpayment proceeding was brought against a CAMBA Supportive Housing Client subject to this Agreement, and they determine that proceeding with eviction is nonetheless in compliance with the City Guidance, this Agreement, and the Protocol, notwithstanding such compliance, Defendants will direct L&T Counsel to pause the eviction by directing the Marshal to forebear from executing on the warrant of eviction for fourteen (14) days from Defendants' notification to Legal Aid Counsel. If Defendants confirm that a nonpayment proceeding was brought against a CAMBA Supportive Housing Client subject to this Agreement, and they determine that proceeding with eviction is not in compliance with the City Guidance, this Agreement, and the Protocol, Defendants will direct L&T Counsel to halt the eviction and cancel the Marshal's Notice of Eviction until CAMBA has taken all actions required under the City Guidance, this Agreement, and the Protocol. If, upon Defendants' notification to L&T Counsel to halt an eviction in a nonpayment proceeding, in circumstances where Defendants determine that the proceeding is not in compliance with the City Guidance, this Agreement, and the Protocol, nonetheless the eviction of a CAMBA Supportive Housing Client has already taken place, Defendants shall take all reasonable steps to immediately restore the Client to possession and the Parties shall meet and confer within twenty-four (24) hours regarding the possible breach of this Settlement Agreement, prior to the filing of any motion for enforcement of the Settlement Agreement.

8. Legal Aid Counsel may not seek relief for Defendants' alleged non-compliance with the City Guidance, this Agreement, and the Protocol from the District Court during the first three months of the Stipulation Period. Notwithstanding, the Parties agree to follow the process outlined above in Paragraphs 6 and 7 during the first three months of the Stipulation Period.

9. During the Stipulation Period, Defendants may propose alterations to the Protocol as long as such alteration is in accordance with all applicable law, rules, and regulations. Defendants will give Legal Aid Counsel prior written notice of any proposed change. Within fourteen (14) days of the receipt of such notice, Legal Aid Counsel will inform Defendants in writing whether or not they object to the proposed change. If Legal Aid Counsel does not object to the proposed change, Defendants may then promptly implement it. If Legal Aid Counsel objects, the Parties shall make reasonable efforts to meet and confer to resolve the objection.

Monitoring

10. Within thirty (30) days of the Effective Date of the Agreement, defined as the date by which all Parties have signed this Agreement, and every three (3) months thereafter until the end of the Stipulation Period, Defendants shall submit to Plaintiffs a written report containing the index numbers of (i) all legal actions against CAMBA Supportive Housing Clients in which the sole claim is nonpayment of rent, and (ii) all legal actions filed against CAMBA Supportive Housing Clients in which the sole claim is nonpayment of rent pending since October 7, 2025, in which marshals' notices of eviction have issued. After the delivery of the first written report, failure to timely deliver any report shall not be the basis for a motion for enforcement of this Settlement Agreement unless the report is more than thirty (30) days overdue.

Release

11. Upon the Effective Date and in consideration for the actions taken by Defendants pursuant to this Agreement and other good and valuable consideration described herein, Plaintiffs, their heirs, executors, administrators, successors and assigned voluntarily release Defendants, as defined above, from all claims or causes of action they may have or claim to have against Defendants arising from any act or omission, including any and all claims in any way arising out of, or related to, their tenancy with CAMBA or a CAMBA Affiliate, or the supportive housing services provided to them by CAMBA. The released claims include, but are not limited to, claims arising under any federal, state or local statute or law, including but not limited to, the Fair Housing Act, the Americans with Disabilities Act, Title VI of the Civil Rights Act of 1964, the New York State Human Rights Law, and the New York City Human Rights Law; all common law claims including, but not limited to, breach of contract or tort; all claims for any economic loss, personal injury, or compensatory or punitive damages; and all claims for attorneys' fees or costs. Plaintiffs do not release Defendants from any claims they may have arising from the performance of this Settlement Agreement or any claim that may arise after the Stipulation Period.

Miscellaneous

12. Plaintiffs agree to bear their attorneys' fees and costs, disbursements, and expenses of any kind incurred in prosecuting the Action.

13. It is expressly understood and agreed that the Settlement Agreement, and the consideration therefore, is a full, final, and complete compromised settlement of disputed claims, and is entered into solely for the purpose of avoiding the expense and inconvenience of further litigation, and is not to be construed as an admission of liability on the part of any Party, the liability of Defendants being expressly denied. It is understood and agreed that this Settlement Agreement shall be binding upon and inure to the benefit of Plaintiffs and Defendants and their respective representatives, successors, affiliates (including CAMBA Affiliates, as defined in the Protocol), subsidiaries, and assigns.

14. Plaintiffs have read this Settlement Agreement and acknowledge that they are entering into it not acting in reliance upon any representation made by Defendants in any way;

rather, it is agreed that Plaintiffs are acting fully and freely upon their own investigation and knowledge and are voluntarily executing this Agreement of their own free will. In signing this Settlement Agreement, Plaintiffs acknowledge that they have relied upon the advice of counsel of their own selection and have been fully informed by counsel of the legal effect of this Settlement Agreement.

15. This Settlement Agreement may be executed in one or more counterparts, all of which, taken together, shall constitute a single agreement. Upon a finding or determination that any provision of this Settlement Agreement is unenforceable, illegal, or invalid, that provision shall be severed from this agreement and the remaining provisions shall remain in full effect.

16. This Settlement Agreement shall be governed by the laws of the State of New York.

17. This Settlement Agreement constitutes the full agreement of the Parties. The terms of this Settlement Agreement may not be modified or changed in any way except by a signed writing by the Parties or their attorneys.

Dated: New York, New York
August 13, 2026

Attorneys for Plaintiffs

THE LEGAL AID SOCIETY

Pavita Krishnaswamy
Edward J. Josephson
Madeline Reichman
Nicholas Berghall
49 Thomas Street, 5th Floor
New York, New York 10013
(917) 697-6449

By: Pavita Krishnaswamy
Pavita Krishnaswamy

Dated: August 13, 2026

Attorneys for Defendants

JACKSON LEWIS P.C.

Mary A. Smith
Michael A. Neville
666 Third Avenue
New York, New York 10017
(212) 545-4000

By: Mary A. Smith
Mary A. Smith

Dated: August 13, 2026

EXHIBIT A

NYC
Housing Preservation & Development

April 15, 2026

Dear Colleague,

The New York City Health Department, NYC Department of Housing Preservation and Development, and NYC Department of Social Services are pleased to introduce a coordinated effort to further strengthen housing stability and prevent avoidable evictions across New York City's supportive housing portfolio.

Supportive housing is built on partnership. The dedicated work of social service providers, together with the stewardship of safe, healthy, and well-maintained buildings by property operators, has enabled thousands of individuals and families to secure and maintain permanent housing. This shared commitment remains the foundation of long-term tenant stability.

A key element of sustaining housing is ensuring that tenants understand their rights and responsibilities, and that providers are aligned in supporting them through challenges as they arise. Strong communication and collaboration between social service teams and property management are essential to identifying concerns early, coordinating responses, and resolving issues before they escalate.

To support this partnership, the Departments are issuing Housing Stability and Eviction Prevention Guidance for all supportive housing providers, including both social service and property operators. The guidance is intended to clarify roles, strengthen coordination, and promote proactive practices that help tenants remain stably housed.

We encourage all providers to review the guidance carefully and discuss how it can be incorporated into existing practices. Regular, structured meetings between social service programs and property managers (at least monthly) are strongly recommended to review tenant stability concerns, monitor emerging risks, and ensure a coordinated approach.

We recognize the complexity of this work and appreciate the dedication you bring to supporting New Yorkers in supportive housing. We look forward to continuing this partnership and working together to promote housing stability for all residents.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jamie Neckles".

Jamie Neckles, MA, MSW
Assistant Commissioner, Mental Health
NYC Health Department

A handwritten signature in blue ink, appearing to read "Patricia Dawson".

Patricia Dawson, PhD, LMSW
Assistant Deputy Commissioner
NYC Human Resources Administration

A handwritten signature in blue ink, appearing to read "Alexandra Warren".

Alexandra Warren, MPA
Assistant Commissioner, Housing Stability
NYC Department of Housing Preservation and Development

Housing Stability and Eviction Prevention Guidance for Supportive Housing Providers

The New York City Health Department and New York City Department of Social Services are issuing this guidance to support tenant stability and prevent housing loss within supportive housing. This document clarifies and strengthens expectations for contracted supportive housing providers, with the goal of helping tenants successfully maintain their housing. Providers are expected to work proactively and in close collaboration with property managers to identify and address concerns early, assist tenants in meeting lease obligations, and pursue all reasonable alternatives to avoid housing court whenever possible, ultimately preventing eviction. This guidance reaffirms both agencies shared commitment to promoting long-term housing stability for supportive housing tenants.

Tenancy Obligations, Counseling, & Engagement

Supportive housing providers must counsel supportive housing tenants on their tenancy obligations at lease signing, quarterly for their first year of tenancy and at lease renewal thereafter. Additional support and counseling must be provided if the tenant demonstrates persistent late payments and or behaviors that are impacting their lease obligations. Instances where tenants are not well engaged in services must be discussed with program leadership to review the efforts made thus far and determine any additional supports and strategies needed to re-engage the tenant.

Coordination with Landlords/Property Managers

All supportive housing programs must have procedures in place to coordinate with landlords in working with tenants.

- a. *Congregate site* programs must ensure routine communication with landlords/property managers, at least monthly, that allows for both parties to share concerns about tenants, actions being taken to assist tenants, and clear information about the notification of arrears to supportive housing tenants. This communication must be done in a manner that upholds tenant confidentiality. Likewise, congregate sites must attain written rent collection policies from property management companies. These policies are to be disseminated to tenants upon move-in and tenants are to be informed of any changes made to these policies.
- b. *Scatter site* programs must have clear policies regarding rent collection that are easy to understand, with notification to tenants of any changes made. These policies are to be disseminated to tenants upon move-in.

Monthly Housing Court Case Reporting

All programs are required to submit, through the monthly report to the funding agency, data on all tenants who are in rent arrears or have received a Demand Notice and/or have an open housing court case. Please refer to the Monthly Report Guidance issued by the contracting agency for detailed instructions. This requirement will be incorporated into existing reporting practices and expands on current contract requirements.

Interventions to Support Tenants

The interventions listed below are not an exhaustive list, but are the minimum requirement to be offered to all tenants experiencing rental arrears or difficulties adhering to their lease obligations:

I. Communication and Engagement

- Case conference: as needed, providers must coordinate and conduct meetings with the tenant and their treatment team, service providers, or natural supports (with consent) who support their stability and may assist with helping tenants understand options available to them (e.g., Adult Protective Services, family member, partner, friend, treatment services provider).
- Providing written notices (as well as ensuring tenants understand them and have the support to take action to address).
- Consistently reaching out to tenants using various strategies if tenant is not engaged in services (e.g., sending a notarized letter, offering a breakfast or lunch meeting, texting or delivering letter under the door).
- Providing escorts to services and assisting with technology to access entitlements or other services as needed.
- Offering language assistance and reasonable accommodations for disabilities, whenever necessary.
- Behavioral health interventions should be prioritized when they are a primary barrier to compliance with the lease agreement and placing a tenant at risk of eviction. Program staff must escalate challenges to support prioritization and collaboration with property managers and treatment providers.

II. Budgeting and Financial Literacy

- Arranging payment plans (e.g., SSI, landlord, bank, agency support).
- Ensuring tenants understand the logistics of rent payments, including deadlines, amounts due, and acceptable payment methods.
- Ensuring tenants understand any other charges they will be required to pay in addition to rent, as applicable.
- Assisting tenants in developing and regularly reviewing household budgets to ensure timely rent payments.
- Ensuring that budgets account for all sources of household income, including contributions from all leaseholders.
- Providing ongoing financial literacy education, which includes:
 - Setting goals and managing budgets – using paper or online budgeting worksheets and financial planning tools when helpful.
 - Helping tenants identify resources in the community that can help offset budgetary constraint issues; food insecurity/foodbanks, utility programs, and discount transportation programs.
- Assisting tenants in opening bank accounts.
- Making tenants aware of the option to enroll in automatic payments if they are comfortable with this option (and familiarizing tenants with how to access and navigate this tool).

III. Navigating Entitlements, Benefits and Financial Assistance

- Assisting tenants with applying for and renewing entitlements and benefits.

- Supporting alternative payment arrangements (e.g., representative payees).
- Advocating for payment plans with landlords, when needed.
- Ensuring tenants are provided rent statements or receipts for payments made to the landlord.
- Informing tenants of how to reach out to the billing/finance departments of property managers where possible.
- Assisting tenants in applying for financial assistance programs, such as one-shot deals, rental subsidies, and recertifications.
 - This includes helping the tenant compile all necessary documentation, follow up, and communicate with HRA directly as needed.
- Ensuring tenants have access to free legal counsel to help prevent eviction.

Resources

Purpose	Service/Website
Empowering tenants through financial literacy training/resources	NYC Financial Empowerment Centers National Disability Institute Financial Empowerment
Centralized referral center for mobile mental health treatment and support services (accessible to social service providers only)	NYC Health Single Point of Access (SPOA)
Best practices for rent collection in supportive housing	The Network's Best Practices for Rent Collection
Guidance for OMH Programs Regarding the Disclosure of Protected Health Information for Treatment Collaboration, Hospital Discharge Planning, or Care Coordination (applicable to DOHMH programs within Local Services Plan)	OMH Guidance
Programs and benefits resources for tenants	ACCESS NYC
Mental health crisis response	NYC 988 Mobile Crisis Teams
Peer-led mental health advocacy	Baltic Street
Legal services for tenants	Legal Services for Tenants - HRA Mobilization for Justice The Legal Aid Society
Emergency cash assistance for tenants	One Shot Deal - Access NYC
Support for adults at risk of harm or eviction	Adult Protective Services (APS)
NYC Housing Court navigation services	Court Navigator Program Walk in Services - Help Center Housing Court Answers



Housing Stability and Eviction Prevention Guidance for Owners of Supportive Housing

Purpose and Context

New York City has a long and proud history of developing supportive housing as a compassionate, effective, and cost-efficient strategy to stabilize the lives of individuals and families facing complex challenges, including homelessness, chronic illness, mental health conditions, or transitions from foster care. Through financing and regulatory oversight, the New York City Department of Housing Preservation and Development (HPD) partners with nonprofit housing owners who in turn work with property managers and service providers to operate supportive housing that combines affordable homes with access to vital services.

HPD, owners, and service providers share a common goal: to create safe, stable housing where tenants can thrive, while ensuring the financial and operational stability of buildings for the benefit of all residents. Eviction is destabilizing, traumatic, and costly for tenants, owners, and the City. Accordingly, HPD expects tenants to pay their share of the rent, and owners of supportive housing to take all reasonable steps to prevent eviction and to treat housing court as a last resort.

This guidance outlines HPD's expectations of supportive housing owners operating under HPD financing and regulatory agreements that require the provision of services. It should be read alongside corresponding guidance issued to supportive housing service providers, who are contracted by other City agencies and have distinct but complementary responsibilities in eviction prevention. Central to both documents is the shared expectation that regular, effective collaboration and communication among owners, property managers, and service providers is essential to housing stability.

Tenant Rights, Responsibilities, and Service Engagement

HPD-financed supportive housing is intended to operate like any other residential building. Supportive housing tenants have the same rights and responsibilities under their leases as all tenants, including the obligation to pay rent timely and comply with lease terms.

At the same time, owners of supportive housing are required to offer on-site supportive services through a contracted service provider (who may be the same, or an affiliated entity). These services, described in detail in the corresponding Service Provider guidance, include critical eviction prevention and housing stability resources such as counseling on lease terms and tenancy obligations at lease signing and renewals, and early intervention for tenants who may have difficulty making rent payments or complying with lease

obligations. These could include financial education, coordinating payment plans, and accessing financial and community supports.

Coordination and Communication with Service Providers

The success of any supportive housing development depends on a strong, ongoing partnership among owners, property managers, and service providers. All members of the supportive housing “team” are expected to communicate regularly and proactively to identify concerns early (such as missed rent payments), coordinate interventions, align messaging, and support tenant stability, while respecting tenant confidentiality and applicable privacy laws.

When tenants are resistant to engagement, service providers must document outreach efforts and elevate concerns to owners, property management and program leadership to assess what strategies have been attempted and what additional supports or adjustments may be necessary.

Owner Interventions to Support Tenants and Prevent Eviction

While supportive housing service providers represent the first line of support for tenants, owners and property managers can also employ strategies that help tenants stay on track.

Engagement and Coordination

- Introducing the service providers and their available supports to tenants at or before lease signing.
- Signing some form of “housing stability notice” annually with tenants, that affirms their understanding of their responsibility to pay rent and the steps they should immediately take if they find themselves unable to pay.
- Providing written notices related to rent or lease issues and ensuring tenants understand the content and have support to respond appropriately.

Rent Payment Support

- Ensuring tenants understand rent amounts, due dates, deadlines, acceptable payment methods, and any additional charges beyond base rent, where applicable.
- Using non-punitive, non-threatening rent reminder notices that encourage tenants to seek help early.
- Providing tenants with rent statements or receipts and clear information on how to contact property management billing or finance departments.
- Assisting tenants in enrolling in automatic rent payment options.
- Assisting tenants in establishing and maintaining payment plans when arrears arise.
- Assisting tenants (or directing them to assistance) with obtaining One Shot Deals
- Supporting tenants with subsidy recertifications, especially where owner inputs are required.

Additional Supports and Protections

- Offering language access services and reasonable accommodations for tenants with disabilities.
- Notifying service providers and HPD Asset Managers as soon as rent payments are missed
- Directing tenants to financial education and coaching services
- Serving formal eviction notices only after all reasonable alternatives (including but not limited to payment plans, One Shot deals, subsidy assistance) have been exhausted and at least 60-90 days after the first missed payment.
- Engaging housing court only as a last resort.
- Training staff on the long-term negative impacts of eviction, particularly for low-income tenants.

Conclusion

HPD expects supportive housing owners to work collaboratively with service providers to identify risks early, intervene consistently, and exhaust all reasonable alternatives before pursuing eviction. Strong communication, shared accountability, and commitment to housing stability are essential to protecting tenants, preserving building operations, and sustaining the City's supportive housing system.