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Dear Friend,

Fall is usually a season of rebirth: new school years, new projects, new energy. 2020, as we're all too aware, had other ideas.

Working with our [Design Advisory Council \(DAC\)](#), however, has been a source of clarity, purpose, and renewed focus during a season in flux. One of the most rewarding aspects of our meetings is listening to participants share what they are most proud of in their community work: the first time they went to a tenant association meeting, the first time they convinced a neighbor to come with them, dealing with predatory landlords and bringing neighbors together to deliver food and other essentials during the pandemic, and more.

One DAC member's description of how this work helped ignite her own rebirth

shadows.” Her words show that even the most difficult times offer opportunities for new inspiration, connection, and building collective power.

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Tenant Spotlight: Tenants Use Tech to Take Down Slumlords

Carmen was “living without a functional toilet bowl and stove” in her apartment in Brooklyn, NY, which was just one of the multiple violations and repairs Carmen’s landlord neglected, her mom Cynthia explained in an email to us.



Carmen and her daughter, Angelina Chiara. Photo used with the family's permission.

Seeking relief, Cynthia and Carmen turned to our [Emergency HP Action](#) tool so that Cynthia could formally sue her landlord and get them to finally make repairs. Because of Carmen's thorough documentation, supported by the initial

harsher penalties.

Cynthia first learned about JustFix.nyc from an organizer she met through her work as co-founder of the [Stop Croman Coalition](#), a group for tenants of the notorious landlord Steve Croman. She used [Who Owns What](#) to research Croman's holdings and violations, as well as to connect and organize with tenants from other buildings.

Here is Cynthia's story, in her own words:

“My family and I want to say thank you. Your website is AMAZING and I am so impressed because it has been an invaluable source of help.

Just recently [our daughter] was able to commence an emergency HP Action through your website. She had 136 violations on her apartment and the building and has a Slumlord landlord who never made repairs for years. This landlord had most of her tenants vacated and she is still trying to do that to our daughter. But, thanks to your organization, we just had a virtual court hearing and the judge decided in our favor, and her slumlord now has 7 days to correct all the class C violations, 30 days for class B, etc.

It's been such a relief that there is a place to turn to for help during this difficult time.”

work should always be led by, and in service of the people who know what they need best: tenants.

Have a story you'd like to share with us and our community about how our tools helped you to assert your tenant rights? We'd love to hear from you.

[Share Your Story](#)



How to Move Safely in the Middle of a Pandemic

Need a new apartment? Wondering how to find one safely during COVID? Check out the latest Learning Center article covering everything you need to know about finding a new place and moving there safely, while the pandemic continues.

[Read More](#)



Fall Trainings Recap

invited by the Office of Council Member Carlos Menchaca to participate alongside several organizations, on two trainings in English and Spanish about tenants rights and protections during COVID-19.

[*Watch the English training here»*](#)

[*Watch the Spanish training here»*](#)

We also collaborated with the [Brownsville Community Justice Center](#), the [New York Peace Institute](#), and [RiseBoro Homebase](#) for a series on tenant rights.

[*Watch Apartment & Building Repairs»*](#)

[*Watch Tenant & Landlord Mediation»*](#)

If you're a tenant leader, organizer, or staff at a program or organization that supports tenants, let's talk about working together! Partnering with us gives you access to individualized trainings, a receptive ear for your feedback on our tools, promotional materials, and more.

Partner With Us

Until Next Time

Have feedback for us on this newsletter? Bring it.

Share Your Thoughts

And as always, if you enjoyed this newsletter, share it with a friend. Or an enemy. We're fine with that too. We all deserve dignified housing.

We'll see you in November.

Onwards,

Ilana Novick

Communications Associate



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