



Tax Lien Sale Outreach Final Report

August 2018

Introduction

For the 2018 tax lien sale, the New York City Department of Finance conducted public outreach sessions across the city in order to provide property owners with information and options regarding their tax liens. At the sessions, the department provided information on avoiding the lien sale by:

- Entering into a payment agreement
- Applying for property tax exemptions
- Researching and addressing incorrect charges

NYC DOF, working with the Center for NYC Neighborhoods, conducted outreach sessions and provided direct assistance to 911 property owners. There were 25 events, 10 of which were hosted at DOF business centers, 13 of which were hosted in partnership with New York City Council members, and two which were hosted in partnership with state senators. Twenty-three of the 25 sessions were attended by financial counselors, and a total of 123 individuals reported consulting with the counselors during these sessions.

DOF enclosed a list of public outreach events in all lien sale mailings. Flyers were disseminated city-wide at outreach events and via social media, and all of the events were posted on the DOF website.

At the 15 community sessions conducted outside of the DOF business centers, the agency issued 165 customer surveys, 13 installment agreements, and 21 exemption applications.

Data Report

For a detailed breakdown of each event, including the council district, the number of attendees, and the survey results, please see the chart in appendix two.

Conclusion

DOF is grateful to the Center for NYC Neighborhoods and its partner organizations for providing financial counseling at the outreach sessions. This resource has been valuable to owners and supplements the services offered by the Department of Finance. DOF has enclosed the Center's report on its lien sale events and customer interactions.



Department of Finance Tax Lien Sale Outreach Event Homeowner Help Desk Final Report

June 2018

INTRODUCTION

In the run-up to the 2018 tax lien sale, the Center for NYC Neighborhoods partnered with the Department of Finance to bring our Homeowner Help Desk to the 2018 tax lien sale outreach events. The Help Desk provided housing, financial, and legal counseling to families attending the events, so that homeowners would be able to avoid the tax lien sale and improve their financial situation for the long term. The desk is staffed by our network partners: counselors, attorneys, and paralegals with extensive expertise in housing and financial matters. Specific services provided during counseling sessions included:

- Assistance with budgeting, improving credit, and building savings
- Completing property tax exemption forms
- Applying for a home repair grant or low-cost loan
- Assistance with landlord-tenant issues
- Brief legal advice and assistance with tax liens, foreclosure, wills, trusts, and estate planning
- Applying for financial help to pay property taxes, water bills, and mortgage arrears through the Center's New York State Mortgage Assistance Program (NYS – MAP)

To make homeowners aware of these services, the Center and its partners conducted a comprehensive outreach campaign. Ten thousand property owners were reached by mail and 13,000 were reached through digital outreach, including a three-month Facebook ad campaign, blog postings on the Center's website, and an [interactive tax lien tracker](#) that was consulted by nearly 3,000 homeowners. The Homeowner Hub referred almost 50 homeowners to legal or counseling services.

In partnership with DOF, thirteen network partners attended 23 events with an estimated 1,200 attendees. Our partners were able to speak with over 300 homeowners and conduct 123 counseling sessions at which homeowners received critical assistance to preserve the affordability of their homes. For example, eligible homeowners received assistance on the spot to apply for NYS – MAP, which can provide a forgivable loan of up to \$40,000 to pay for tax or mortgage arrears. Several other homeowners were given legal advice on how they could postpone the payment of their tax bills until they resolved disputes over their home's ownership. In these cases and others where further assistance was needed, homeowners received referrals for follow up appointments.



DATA REPORT

For a detailed breakdown of each event and the number of homeowners counseled by council district, please see the chart in the attached [appendix one](#).

CONCLUSION

The Center appreciates the partnership of DOF to help homeowners on the tax lien sale list. Since 2013, the Center has worked with DOF to assist homeowners at tax lien outreach events. The expert housing counseling and legal service representatives staffing the Help Desk are able to provide on the spot advice and assistance to address homeowners' immediate tax lien issues and set the stage for future counseling on related housing and financial needs. This year's more formal Help Desk partnership has allowed the Center to schedule its network partners at additional events, helping many more homeowners improve their financial situation. The Center and its partners appreciate this close partnership and collaboration with DOF and look forward to participating in future homeowner outreach and assistance efforts.

Homeowner Help Desk Final Report - Appendix I

2018 Tax Lien Events Attended by Center Network Partners

Event Date	Council District ¹	Partner Organizations	# of counseling sessions
3/8/2018	DOF (BK)	Brooklyn Neighborhood Services	5
3/12/2018	DOF (SI)	Staten Island Legal Services & Northfield LDC	5
3/20/2018	DOF (QNS)	JASA & NHS Queens	4
3/27/2018	DOF (MNH)	NHS New York City & NYLAG	1
3/28/2018	DOF (BX)	Bronx Legal Services & MHANY	16
4/9/2018	45	Brooklyn Neighborhood Services & MHANY	2
4/10/2018	DOF (QNS)	MHANY & JASA	18
4/11/2018	DOF (SI)	Staten Island Legal Services	1
4/12/2018	44	CAMBA	3
4/16/2018	DOF (BK)	Brooklyn Legal Services & MHANY	7
4/17/2017	27	JASA	2
4/18/2018	35	Brooklyn Legal Services & NHS Brooklyn	5
4/19/2018	42	NHS Brooklyn & Cypress Hills LDC	3
4/23/2018	28	JASA	1
4/25/2018	36	Brooklyn Legal Services	3
4/26/2018	46	NHS Brooklyn & Brooklyn Legal Services	11
4/30/2018	27	Cypress Hills LDC	0
5/1/2018	35	Brooklyn Legal Services & Brooklyn Neighborhood Services	7
5/2/2018	41	MHANY	6
5/3/2018	31	JASA	0
5/7/2018	27	NHS Queens	7
5/08/2018	31	JASA	1
5/10/2018	12	Bronx Legal Services & NHS Bronx	15
Total		All partners	123

¹ Events labeled DOF with the borough in parenthesis are events that were held at the DOF business centers and not sponsored by a council member.



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Appendix 2 – DOF Data Report Lien Sale Outreach Events

	Date	Sponsor	# of Attendees	Financial Counseling Offered	# of DOF Surveys	# of Installment Plans	# of Exemption Applications
1	03/01/18	Manhattan Lien Sale Outreach Session	11	N	n/a	n/a	n/a
2	03/05/18	Bronx Lien Sale Outreach Session	58	N	n/a	n/a	n/a
3	03/08/18	Brooklyn Lien Sale Outreach Session	147	Y	n/a	n/a	n/a
4	03/12/18	Staten Island Lien Sale Outreach Session	20	Y	n/a	n/a	n/a
5	03/20/18	Queens Lien Sale Outreach Session	62	Y	n/a	n/a	n/a
6	03/27/18	Manhattan Lien Sale Outreach Session	11	Y	n/a	n/a	n/a
7	03/28/18	Bronx Lien Sale Outreach Session	28	Y	n/a	n/a	n/a
8	04/09/18	CD 45 - CM Williams Lien Sale Outreach Session	23	Y	8	1	1
9	04/10/18	Queens Lien Sale Outreach Session	67	Y	n/a	n/a	n/a
10	04/11/18	Staten Island Lien Sale Outreach Session	19	Y	n/a	n/a	n/a
11	04/12/18	CD 44 - CM Kalman Yeger Lien Sale Outreach Event	19	Y	19	1	1
12	04/16/18	Brooklyn Lien Sale Outreach Session	69	Y	n/a	n/a	n/a
13	04/17/18	CD 27 - CM Miller Lien Sale Outreach Session	42	Y	24	0	3
14	04/18/18	20th SD - Senator Hamilton Lien Sale Outreach Session	51	Y	17	0	3
15	04/19/18	CD 42 - CM Inez Barron Lien Sale Outreach Session	28	Y	9	0	0
16	04/23/18	CD 28 - CM Adrienne Adams Lien Sale Outreach Session	29	Y	9	0	2
17	04/25/18	CD 36 - CM Robert Cornegy Lien Sale Outreach Session	43	Y	12	1	1
18	04/26/18	CD 46 - CM Alan Maisel Lien Sale Outreach Session	48	Y	13	5	1
19	04/30/18	CD 37 - CM Raphael	16	Y	7	0	1

		Espinal Lien Sale Outreach Session					
20	05/01/18	CD 35 - CM Laurie Cumbo Lien Sale Outreach Session	22	Y	9	3	0
21	05/02/18	CD 41 - CM Ampry-Samuel Lien Sale Outreach Session	19	Y	5	0	0
22	05/03/18	CD 31 - CM Donovan Richards Lien Sale Outreach Session	15	Y	8	2	2
23	05/07/18	14th SD - Senator Comrie Lien Sale Outreach Session	31	Y	7	0	2
24	05/08/18	CD 31 - CM Donovan Richards Lien Sale Outreach Session	12	Y	7	0	2
25	05/10/18	CD 12 - CM Andy King Lien Sale Outreach Session	21	Y	11	0	1