CLUSTER Community Services

Have You Fallen Behind In Your Rent or Utility Bills?
Has your landlord sent you a Rent Demand or Eviction Notice?
Has ConEdison sent you a Past Due Notice?

CLUSTER’s Eviction Prevention Program provides assistance with

Rent Arrears and Utility debts!

If eligible*, rent arrears payments will be made Directly to the landlord and utility payments Directly to ConEdison/utility company.

Please feel free to reach out to us, as we would like to help address financial hardships during COVID-19: CLUSTER Mediation/Housing Department, 914-963-6500.

* All potential clients MUST apply with the Department of Social Services prior to seeking assistance from CLUSTER.
If DSS denies assistance, you can either come in person to CLUSTER’s office to fill out a “walk-in” evaluation form or access the form on our Website. CLUSTER’s office is located at 28 Wells Place in Yonkers (4th Floor) and our website is www.clusterine.org.

Here is what happens next.
1) Once your walk-in form is filled out and submitted, you will receive a call from a case manager within 1-2 business days (please list the best telephone number and email to reach you).
2) If determined eligible for assistance, your assigned case manager will give you an appointment within 3-5 days to submit documents and sign paperwork (either in-person or virtually).
3) Once you provide all required paperwork, your case manager will request needed documents from your landlord before submitting your case for approval. We anticipate that it will take landlords between 1-3 days to send back documents.
4) Once funding is approved, payment will be made directly to your landlord or Con-Edison within 5-7 days.

Most cases will be resolved within 2-3 weeks from the date your walk-in form is submitted.

Tenants need to provide:
1) Proof of the debt, e.g.: Past Due Rent Notice, Eviction Notice, Utility Bill
2) Record of how they fell behind, such as decreased income from loss of job
3) Evidence of how they will be able to cover their monthly expenses going forward, e.g.: record of new income, and monthly budget listing all household expenses and income sources
4) Lease
5) Documentation of household make-up
6) Other records specific to household’s situation (as per CLUSTER Case Manager)

Landlords Need to Provide:
1) W-9
2) Sign and Return CLUSTER Guarantee Letter
3) Other records specific to household’s situation (as per CLUSTER Case Manager)