



FALL 2014 – WINTER 2015

EMERGENCY HEAT PROGRAM

WHO IS QUALIFIED FOR ASSISTANCE?

Any current New York City homeowner (not a renter) who is in SuperStorm Sandy Disaster Case Management, regardless of FEMA approval or immigration status.

WHAT IF A NYC RESIDENT DOESN'T HAVE A DCM?

If Sandy impacted, CALL 855-258-0483 to get connected.

HOW DO CLIENTS REQUEST EMERGENCY HEAT?

Call their DCM and report a Heating Emergency. DCMs can call NYDIS weekdays from 9-4 to request repairs/support. Basic contact information will be taken and NYDIS will dispatch an emergency repair contractor or immediately clear utility debts.

**HEATING CONTRACTORS ARE DISPATCHED
SAME DAY OR WITHIN 24 HOURS! (MONDAY – FRIDAY)
DCMs (Only): Call 212-669-6100**

HOW DO DCMs APPLY FOR EMERGENCY HEAT?

- Get trained by NYDIS. Email: unmetneeds@nydis.org
- Get a Login & Password to the Application Portal
- Log-in to www.unmetneedsroundtable.org
- **Request Emergency Heat Repair – No Application Needed**
- Following the emergency repair, all DCMs will have three business days to submit a completed application to the UNR portal.

**DISASTER CASE
MANAGERS**

CAN APPLY FOR:

Base Board Repair

Boiler Repair

Burst Pipes

Oil Delivery

Utility Arrears

Utility Shut-off

**Other Winter Heating
Emergency Needs**

Administered By



4 West 43rd St., Suite 407
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www.nydis.org

Funding Provide By:

