2023 Annual Report

CENTER for NYC NEIGHBORHOODS

Message from CEO/ Executive Director

In 2023, even as the pressures of the pandemic eased, our homeowners' needs kept evolving in scale and complexity. Throughout the year, we heard from people and our Network Partners about pressures from rising costs, storm damage, expanding home repair needs, new scams, and unaffordable taxes. Thanks to strong public investment and enduring partnerships, we responded – and at a scale unmatched in our 15-year history. With programs administered in partnership with New York City and New York State government agencies — including the Homeowner Assistance Fund (HAF) — we delivered nearly half a billion dollars in relief directly to 18,500 families. We preserved stability for thousands of households and prevented avoidable foreclosures, keeping neighbors housed and saving equity to pass along for future generations.

We strengthened the systems that make long-term stability possible. Our Homeowner Hub, available free of charge to any homeowner in NYS, connected more than 7,500 New Yorkers with resources and next steps. Our Network Partners, in turn, delivered solutions and results to those homeowners. And through new tools like our District Profiles, we equipped policymakers with insights to better identify needs, shape legislation, and take action.

Our Network Partners also helped us identify emerging needs and service gaps across communities. Just as important, they helped homeowners reach better outcomes: homeowners who worked with one of our partners achieved a 25% higher success rate. This coordinated, community-rooted model of service delivery is not only more effective, but it is also essential to home preservation.

We are grateful to our government partners, philanthropic supporters, and network partners who make this work possible. Your trust allows the Center to operate with speed and unprecedented intention, reaching New Yorkers at moments when timely intervention is the difference between keeping their home and equity and losing it all. As we look ahead, the need for scalable, equitable homeownership solutions will only grow. The Center is committed to advancing this work: innovating where gaps persist, strengthening partnerships, and ensuring that every investment continues to produce strong outcomes for New Yorkers.

Christie Peale
CEO/Executive Director

Summary

2023 STATS

200,668 | People reached

16,485

New Yorkers learned about their flood risk

$201.2M

In zero interest loans to **4,105** people

9,210 | Engagements via our Homeowner Hub

FROM 2008 TO THE PRESENT

$595.6M+
Total savings for homeowners

34,764
Homes saved

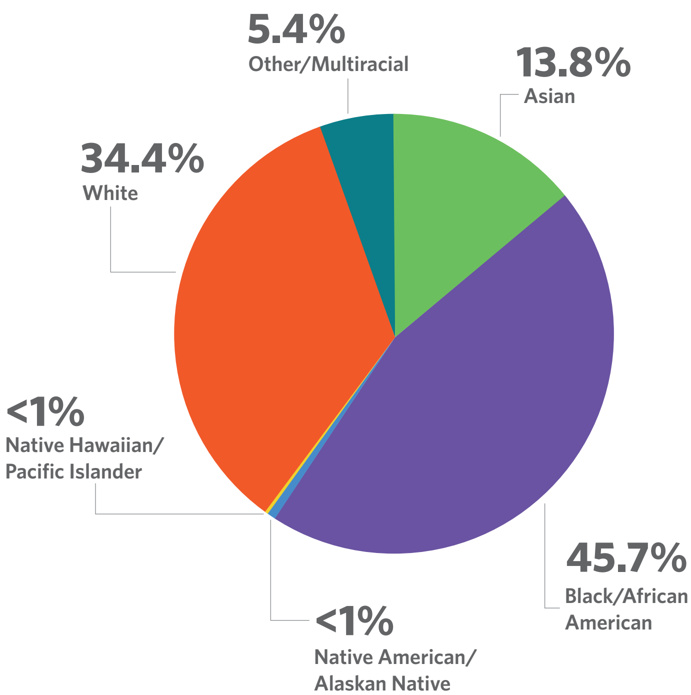
$14.9B+
Property value preserved

3,491,978

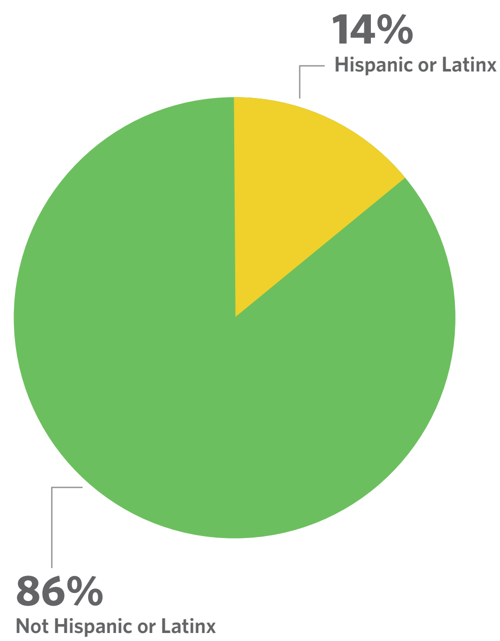
Since our founding in 2008, we have reached over 3,491,978 homeowners across New York.

FROM 2008 TO THE PRESENT CONT.

HOMEOWNERS SERVED BY RACE



HOMEOWNERS SERVED BY ETHNICITY



2023 STATS

$51,045 | Average household income of families served

4,633

Connections made to high-quality free services

22

Number of languages made accessible to homeowners through the Homeowner Hub

2023 STATS

12,897
Brooklyn

8,188
Queens

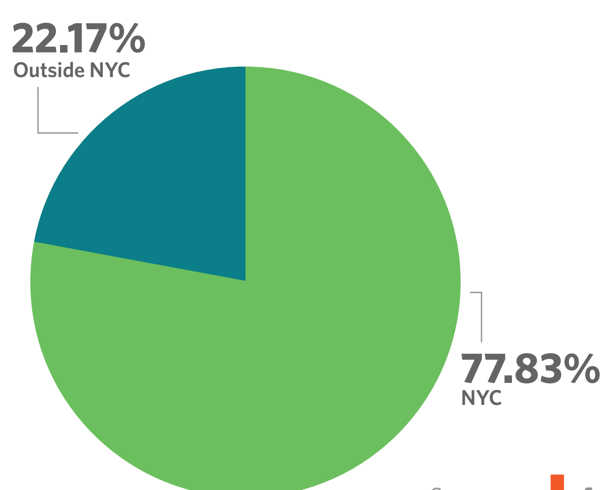
2,246
Bronx

1,905
Staten Island

1,000
Manhattan

26,235
Homeowners served across all five boroughs

33,708
People Served



Impact Stories

Stabilizing Some of Our Most Vulnerable Neighbors

Flora, a disabled mother living on a fixed income with her two adult children in the Southern Tier, was on the brink of losing her home to unpaid property taxes. For her family, including a younger child who also lives with disabilities, losing their home would have meant far more than displacement.

This is the kind of gap the Equitable Retention Mortgage Assistance (ERMA) was designed to fill.

We created ERMA after hearing from our Network Partners that too many older adults and people with disabilities were losing their homes in heartbreaking and avoidable circumstances. Designed as a foreclosure prevention tool, ERMA provides small, flexible loans that stabilize housing, preserve hard-earned equity, and allow homeowners to remain rooted in the communities they love.

Since launching in 2020, ERMA loans — averaging $27,000 — have prevented displacement, foreclosure, and homelessness for 120 New Yorkers. The program began by serving seniors in reverse mortgages, with funding from Enterprise Community Partners and the NYS Office of the Attorney General. As needs evolved, so did ERMA. In 2022, we expanded eligibility to include homeowners with traditional forward mortgage and other housing expense arrears. This year, we expanded again to include people with disabilities regardless of age.

That expansion opened a door for Flora.

With support from her housing counselor at Catholic Charities of Chemung and Schuyler Counties, Flora secured an ERMA loan that allowed her to pay off her back taxes and remain stably housed with her family. Just as important, she preserved her home's equity; something she can now tap into, or pass along to future generations.

Each ERMA loan protects an average of $320,000 in homeowner equity, a 10x multiplier that makes this intervention powerful and cost-effective.

Delivered through a partnership between the Center's CDFI and our Network Partners' legal and housing counseling services, ERMA demonstrates what targeted, mission-driven capital can achieve.

We head into 2024 focused on securing new investment to expand this proven solution, and ensuring that more New York New Yorkers at risk of losing their homes have access to timely, respectful, and effective support.

Stretching Federal Dollars to Help New York's Hardest Cases

In the midst of the COVID pandemic, Congress passed the American Rescue Plan Act, which created the Homeowner Assistance Fund (HAF) to help families avoid foreclosure and housing loss. We were proud to launch the nation's first HAF program here in New York State in partnership with New York State Homes and Community Renewal and with support from the Office of the Attorney General.

From the outset, the need was immense. New York was among the states hit hardest by the pandemic, and homeowners reached out in unprecedented numbers. We helped more than 12,000 households in the first year by distributing nearly $250 million in relief.

As the program entered 2023, and many urgent cases were addressed, we continued to find new ways to help New Yorkers save their homes and we shifted our focus to the most complex situations. The team prioritized outreach and problem-solving, working directly with servicers to advance cases and ensure funds were delivered before foreclosure timelines ran out.

In addition, the Center and our partners advocated for Federal rules that made it possible for thousands of homeowners to stabilize their finances with extended forbearance periods and modify their mortgages to avoid foreclosure. Aligning NYS HAF guidelines with FHFA guidance allowed NYS HAF dollars to stretch further, enabling the program to support thousands of additional families.

Babette, a 48-year old Black homeowner in Nassau County on Long Island, was one of nearly 4,000 additional homeowners stabilized in 2023 through NYS HAF. After facing foreclosure due to pandemic-related hardship, Babette was thrilled to find stability. "You made it possible for me to obtain a lower monthly mortgage payment and remain in my home," she shared. "It has reminded me of the importance of kindness and compassion in our world. Your willingness to help me to not lose my home means more to me than words can express."

Babette's story reflects the broader impact of HAF: thousands of families with stable housing, billions in home equity preserved, and municipalities made whole through paid property taxes. It also demonstrated the power of mission-driven capital deployed at scale — and the importance of nonprofit infrastructure capable of delivering relief equitably, efficiently, and with care. As we look ahead, we will continue advocating for scalable mortgage assistance and preservation tools that can stabilize homeowners early — protecting families, communities, and public investment.

Highlighting Homeownership in Every Community

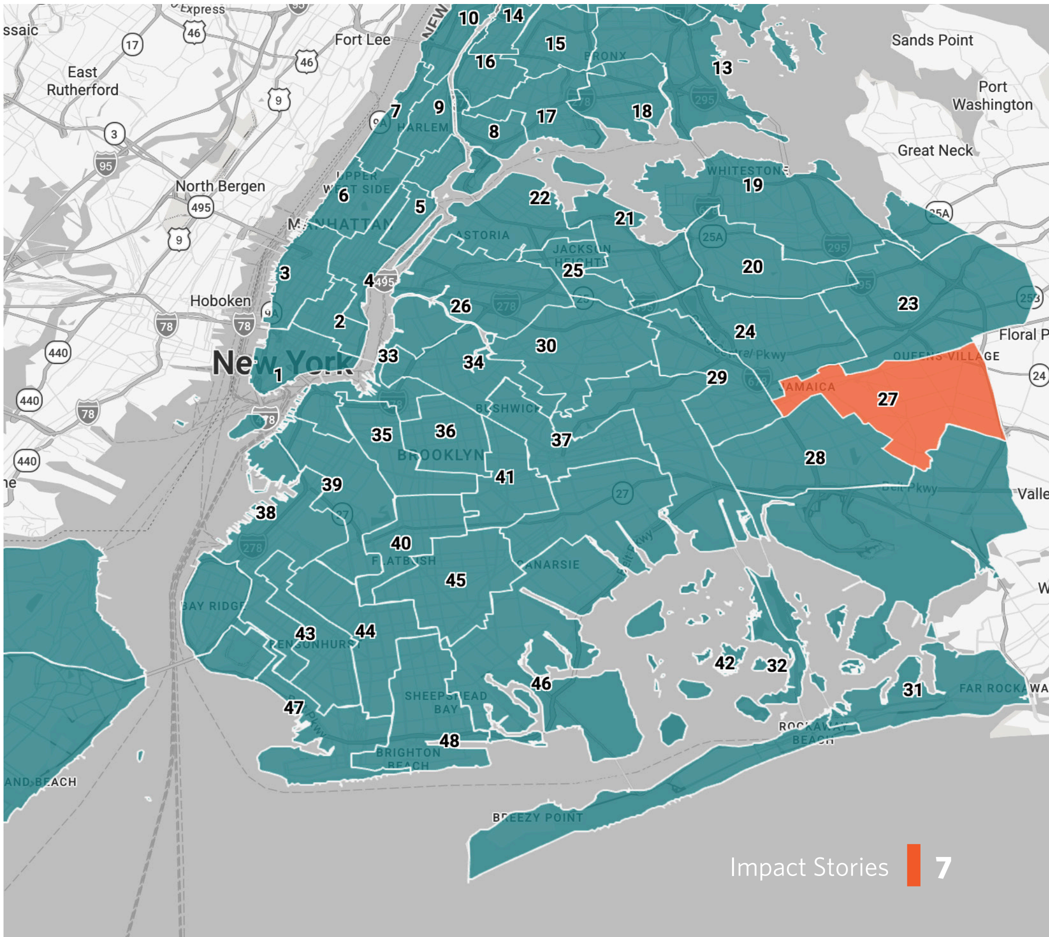
For years, the Center has worked to ensure that affordable homeownership, and the stability and wealth it creates, remains a priority for New York City's elected officials. In 2023, we introduced a new tool to help keep that focus where it belongs: District Profiles

This online resource — the first of its kind — presents neighborhood-level homeownership data across all 51 New York City Council districts. Designed for policymakers, advocates, and journalists, the profiles translate complex housing data into clear, actionable insights. The data makes it easier for users to understand where homeowners are thriving, where distress is growing, and where intervention is most urgently needed.

Each profile provides a tailored analysis of local housing conditions, including building typologies, tenure, socioeconomic data, and signs of economic stress. Updated annually, the profiles allow users to track trends over time and see how rising home prices, tax burdens, and foreclosure risk intersect at the district level.

In Council District 27, for example, the homeownership rate exceeds 60%, placing it among the neighborhoods with the highest concentration of homeowners in the city. At the same time, the district has experienced rising indicators of homeowner distress over the past few years, including higher foreclosure and tax lien rates. The Center has long worked with these homeowners; in 2023, 10% of referrals we made for help were for this district. Our district profile insights make the case for the urgency in delivering homeownership preservation services to CD 27. That's why in November, our Homeowner Help Desk team participated in the Deed Theft and Foreclosure Prevention Educational Panel and Resource Fair hosted by New York Attorney General Letitia James and New York City Councilmember Nantasha Williams. These types of engagements helped us refer over 450 residents of District 27 for housing counseling and home repair services over the course of the year.

By grounding policy conversations in local data, District Profiles help ensure that home preservation discussions are visible, measurable, and actionable. In future years, we will continue to build out this tool, and encourage others to use it as well to ensure leaders know what barriers their communities face and the solutions they require in their quest for affordable homeownership.



Strengthening Landlords and Tenants Together

The pandemic stressed many of the most critical relationships in the city – those between landlords and their tenants.

Many small homeowner landlords, particularly in communities of color, rent to low- and moderate-income New Yorkers at below-market rates, raise rents infrequently, and maintain long-term tenancies. While this housing is rarely counted as "affordable," it is a critical source of naturally occurring affordable housing. When these homeowners struggle, the ripple effects reach entire households and neighborhoods.

But the Center's Black Homeownership Project, founded in 2019, had identified how supporting homeowner landlords is essential to preserving this fragile housing ecosystem. In response, we created the Homeowner Landlords (HOLL) program — a set of tools and services designed to stabilize these homeowners and strengthen the relationships that keep families housed.

Since 2021, homeowner landlords across the five boroughs have accessed a set of curated tools and resources through our HOLL program. They most frequently requested tenant-landlord mediation, foreclosure prevention, and estate planning services, along with access to capital for home repair needs. Through our community-based outreach, our CDFI, and our Network Partners, we have connected homeowners directly to these services — intervening before small challenges become crises.

One gap remained clear: the city's mediation programs were oversubscribed, leaving many homeowners in need of timely support. In response, we launched the Landlord-Tenant mediation program to upskill our network of housing counselors on conflict resolution in housing and mediation counseling, and ensure these New Yorkers had more options.

By year's end, we deepened this work through an ambitious door-to-door canvassing effort in predominantly low- and moderate-income Black homeowners neighborhoods across Queens, Brooklyn and the Bronx. These efforts ensured that on-the-ground experience continued to inform our HOLL work.

With support from JPMorgan Chase, the Revson Foundation, Goldman Sachs, Robin Hood, and Trinity Church Wall Street, the HOLL program demonstrates what's possible when homeowner preservation is treated as both housing policy and community infrastructure. This work has strengthened landlords, protected tenants, and stabilized neighborhoods.

Financials

2023 INCOME

$227.3M
Government Contracts

$6.3M
Corporate & Foundation

$2.5M
Other Income

$236.1M
Total

2023 FUNCTIONAL EXPENSES

$232.1M
Government Contracts

$2.7M
Corporate & Foundation

$0.4M
Other Income

$235.2M
Total

Our Board

Louise Carroll	*Board Chair*
Joseph Weisbord	*Board Secretary*
Colvin Grannum	*Board Treasurer*
Christie Peale	*CEO/Executive Director*
Eric Enderlin	
Baaba K. Halm	
Frederick Harris	
Cathleen Mahon	
Sam Marks	
Jonathan Mintz	
Gwen Robinson	
Merilyn Rovira	
Alexa Sewell	
Hakim Thompson	
Mathew Wambua	
Valerie White	
Adolfo Carrión Jr.	*Ex-Officio*

Our Funders

The Center is grateful to our funders for helping us reach and serve vulnerable New Yorkers every day. Their commitment to the Center and our work will have a lasting impact on New York's residents and communities.

Airbnb	CitiGroup	M&T Bank
Altman Foundation	Deutsche Bank	MOCEJ
Amalgamated Bank	DIME Community Bank	Morgan Stanley
ANHD	Enterprise	Nationstar/Mr. Cooper
Banco Santander	Flagstar Bank	NeighborWorks
Bank of America	Freddie Mac	NYS OAG
BankUnited	Goldman Sachs	NYSERDA
Berlin Rosen LLC	GOSR	Ocwen
Brooklyn Borough President	Grounded Solutions Network	Revson Foundation
BTQ Financial	HCR	Robert Wood Johnson Foundation
CDFI Fund	HPD	Robin Hood
Champion	HSBC	State Bank of India
Change Capital Fund	JPMorgan Chase	Trinity Church Wall Street
Charina Foundation	Keybank Foundation	Wells Fargo
Citibank	LISC	

Our Partners

The Center's Network Partners are community-based housing counseling and legal services providers located in neighborhoods across New York City. We coordinate, monitor, and train this network and fund their service provision at approximately $1.5 million annually. Our Partners are critical to deepening and amplifying our impact across New York.

ORGANIZATION	BOROUGH
Access Justice Brooklyn	Brooklyn
Asian Americans for Equality	Queens, Brooklyn
Bronx Legal Services	Bronx
Bronx Neighborhood Housing Services	Bronx
Brooklyn Legal Services	Brooklyn
Brooklyn Legal Services Corporation A	Brooklyn, Queens
Brooklyn Neighborhood Services CDC, Inc	Brooklyn, Queens
CAMBA Legal, Inc	Brooklyn
Chhaya Community Development Corporation	Queens, Brooklyn, Bronx
City Bar Justice Center	Citywide
Cypress Hills Local Development Corporation	Brooklyn, Queens
Empire Justice Center	Upstate
Grow Brooklyn	Citywide
Housing and Family Services of Greater New York	Citywide
IMPACCT Brooklyn	Brooklyn, Queens, Bronx
Jewish Association Serving the Aging	Queens, Brooklyn, Manhattan
Legal Aid Society	Queens, Bronx
Margert Community Corporation	Queens
Mobilization for Justice, Inc	Citywide
Mutual Housing Association of New York Management, Inc	Citywide
Neighborhood Housing Services of Brooklyn CDC	Brooklyn, Queens
Neighborhood Housing Services of Jamaica CDC	Queens, Brooklyn, Manhattan
Neighborhood Housing Services of NYC CDC	Citywide
Neighborhood Housing Services of Queens CDC	Queens
Neighborhood Housing Services of Staten Island CDC	Staten Island
Neighbors Helping Neighbors, Inc	Citywide
New York Legal Assistance Group	Citywide
Northfield Local Development Corporation	Staten Island
Queens Legal Services	Queens
Queens Volunteer Lawyers Project	Queens
Staten Island Legal Services	Staten Island

CENTER for NYC NEIGHBORHOODS

Dial 311 and ask for the Center for NYC Neighborhoods
Or call us directly at 646-786-0888
Or email us at info@cnycn.org