

2024 Annual Report



CENTER for NYC
NEIGHBORHOODS

Message from CEO

The Center for New York City Neighborhoods is starting a new chapter. Recent public investment helped us respond to urgent homeowner crises at a historic scale, bringing relief and stability to thousands of families across New York. Now, we're focused on turning that progress into lasting change, with fairer systems that help more New Yorkers buy homes, keep them, and stay rooted in their communities.

In 2024, homeowners faced more pressure from climate damage, rising costs, and long-standing inequities. As major federal relief programs ended, the need for fast, fair, local support became even clearer. The Center responded by building stronger tools, partnerships, and programs to help homeowners achieve stability and long-term security:

- We helped communities prepare for and recover from flooding and extreme weather.
- We tested faster, community-centered ways to get resources to homeowners when they need them most.
- We used lessons from the Homeowner Assistance Fund to make future relief simpler, faster, and fairer.
- We reinforced pre-purchase supports and launched new tools to help buyers understand their options.

The Center can't do this work alone. Our critical government, philanthropy, and community partners enable us to dispatch resources faster and help more New Yorkers stay in their homes. As costs rise and climate risks grow, we will keep working on practical solutions that protect homes, support communities, and expand opportunities.

Thank you for your continued support and trust.



Christie Peale
CEO/Executive Director



Summary

2024 STATS

191,216 | People reached

9,907

New Yorkers learned about their flood risk

\$17.8M

In zero interest loans to **738** people

9,818 | Engagements via our Homeowner Hub

FROM 2008 TO THE PRESENT



\$615.2M+

Total savings for homeowners



36,555

Homes saved



\$23.6B+

Property value preserved

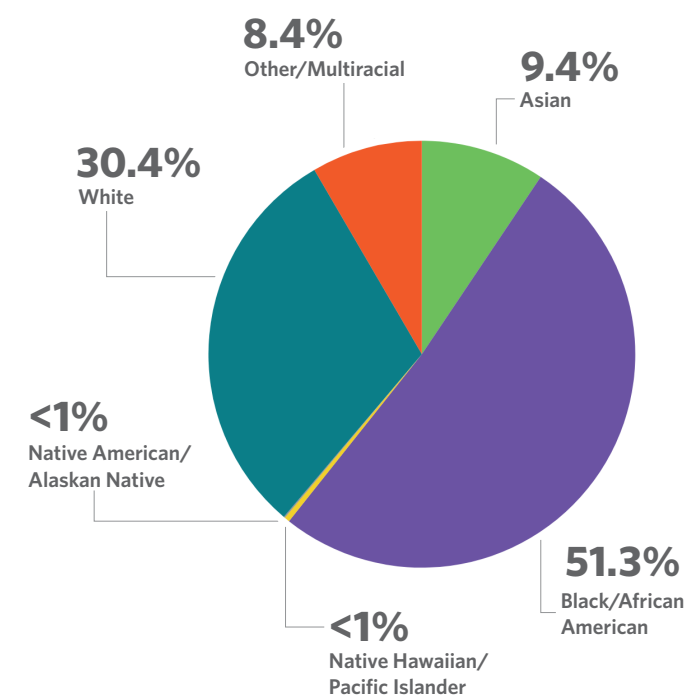
Since our founding in 2008, we have reached over

3,683,289

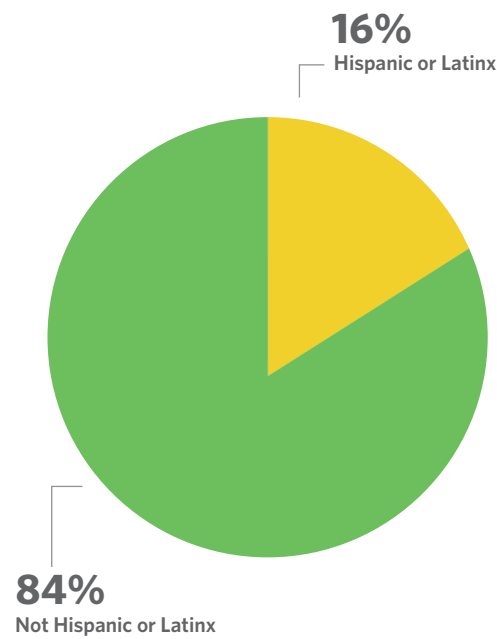
homeowners across New York.

FROM 2008 TO THE PRESENT CONT.

HOMEOWNERS SERVED BY RACE



HOMEOWNERS SERVED BY ETHNICITY



2024 STATS

\$55,647 | Average household income of families served

4,585

Connections made to high-quality free services

23

Number of languages made accessible to homeowners through the Homeowner Hub

2024 STATS



7,465

Brooklyn



6,330

Queens



2,920

Bronx



1,595

Staten Island



650

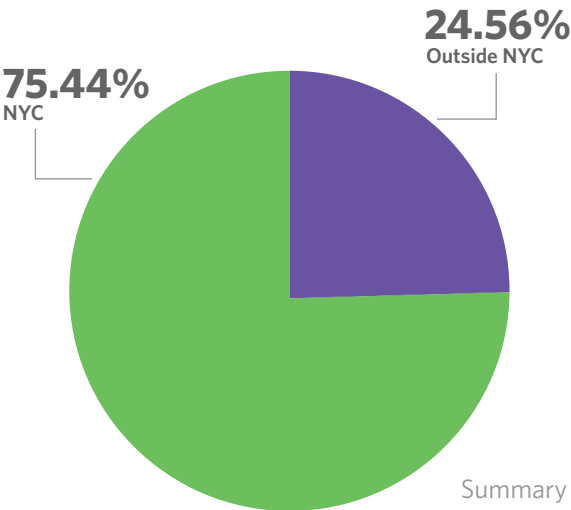
Manhattan

18,960

Homeowners served across all five boroughs

25,132

People Served



Impact Stories

Solutions for Homeowners' Climate Risks

Since Superstorm Sandy, the Center has helped homeowners prepare for and recover from climate risks. In 2024, we focused on making that support easier to access and more deliverable at scale so across New York, homeowners are facing heavier rain, hotter summers, and higher energy bills. We launched new initiatives to help them tackle these impending challenges before they become crises.



- **The Bronx-Brooklyn Energy Hub (BBEH)**

BBEH was created in partnership with the Association for Energy Affordability, Solar One, Neighborhood Housing Services of Brooklyn, Bronx Neighborhood Housing Services, CAMBA, BronxWorks, the Hope Program, and NYSERDA. Through BBEH, we helped hundreds of homeowners find and use energy-saving programs and resources. One homeowner received \$14,000 for upgrades like insulation, air sealing, LED lighting, and weatherstripping—improvements that lower bills and make the home safer and more comfortable through harsh winters and humid summers.

- **The Flood Recovery Fund**

The Flood Recovery Fund was created in partnership with the Mayor's Office of Climate and Environmental Justice, the Environmental Defense Fund, and NYC Office of Emergency Management, and corporate partners including Guy Carpenter and Swiss Re. Launched in 2021 with support from the National Science Foundation, Flood Recovery Fund is a multi-year pilot program that demonstrates how government and private partners can work together to deliver citywide flood relief quickly and equitably. Thanks to this pilot, the Center has the infrastructure in place to process applications and deliver relief quickly in response to the next disaster.

Together, this work helps New York move from disaster recovery to earlier preparation, creating climate resilience tools that can be scaled and replicated in other cities across the country. Our approach ensures that families are not only supported in the aftermath of disasters, but are also empowered to withstand future climate shocks with greater stability, security, and confidence.

Building on Lessons Learned for Better Homeowner Outcomes

The COVID-19 pandemic tested New York homeowners and the systems to protect them in historically unprecedented ways. The Center partnered with New York State Homes and Community Renewal and the Office of the Attorney General to launch the New York State Homeowner Assistance Fund (NYS HAF), helping more than 17,000 homeowners keep their homes.



A user-friendly platform

Delivering help at this scale required more than funding alone, it required efficient delivery. To make relief easier to access, the Center built a user-friendly application portal based on lessons from our experience administering MAP, and responding to the 2008 financial crisis, and Superstorm Sandy. More than 30,000 homeowners applied in the first two months thanks to our efficient design and deep institutional knowledge. Our partnership HOPP Network's housing counselors also played a critical role, helping homeowners complete applications, deal with foreclosure issues, and remain housed during a difficult time.

Making it accessible

Strong community outreach helped funds reach homeowners across the state, especially in Long Island and Western New York, which received the largest shares per capita. More than 80% of homeowners served, identified as socially disadvantaged — including people of color, seniors, individuals with disabilities, households without reliable internet, and those for whom English is not a first language. By prioritizing outreach and accessibility, we got help to the communities most at risk of losing their homes when they needed it most.

Communities also benefit

HAF funds helped more than homeowners — they also supported local communities. More than \$53 million went toward overdue property taxes, helping local governments close budget gaps and keep essential services running. Through NYS HAF, the Center showed it can manage a large, complex program that helps families stay in their homes while also strengthening local budgets. The program also showed how targeted funding and strong partnerships can make a real difference. Looking ahead, we'll keep pushing for flexible funding and lending tools that help homeowners stay secure and rooted in their communities.

After a pandemic-related hardship put his Hudson Valley home at risk of foreclosure, Arjun received critical financial assistance through NYS HAF. The support helped his family navigate a frightening period when the home they had planned their lives around was suddenly at risk.

Finding Security and Stability with an Integrated Solution to Home Repair

When homeowners are able to invest in and repair their properties, the benefits extend beyond their own homes. Families stay, generations build, and communities thrive.

In 2021, Shaye Smith came to the HomeFix Program because her broken HVAC system was creating dangerous carbon monoxide levels. She also could not rent out a second unit she depended on for income. With only disability income, she fell more than \$35,000 behind on her mortgage and was close to foreclosure. The Center helped with a \$50,000 zero-interest, forgivable emergency loan, giving her time to catch up and move forward with repairs. She also received a \$90,545.50 HomeFix loan to replace the damaged boiler, install an energy-efficient HVAC system, and make other repairs. Afterward, she rented the unit to a Section 8 tenant, bringing back steady income and creating a safe home for someone else.

Shaye's story shows how the right mix of funding and support can stop a crisis from getting worse. The Center connected her with Chhaya CDC for budgeting help and Brooklyn Legal Services for legal guidance, helping her get through a complicated process and move toward stability.

In all, Shaye received \$140,545 in forgivable financing, plus counseling, legal help, and case management. That support helped protect her home equity and keep her securely housed. Shaye's situation was unique, but many New Yorkers face the same challenge: help exists, but it can be hard to reach. The Center brings together funding, counseling, legal services, and case management so homeowners can get support and build lasting stability.



Building Tools to Connect People with Solutions: Down Payment Assistance Navigator (DPAN)

In 2018, our research found that Queens had lost more than 20,000 Black homeowner households since the Great Recession. That finding made the need clear: New York City needed stronger ways to help Black homeowners buy homes, keep them, and build long-term stability. With seed funding from JPMorganChase, the Center launched the Black Homeownership Project to identify the policy changes, tools, and support needed to make homeownership more accessible and sustainable. The project produced five promising ideas to help more Black New Yorkers become and remain homeowners.

Down Payment Assistance Navigator (DPAN)

One of those ideas became real in October 2025 with the launch of the Down Payment Assistance Navigator (DPAN). Supported by Bank of America, DPAN helps homebuyers and housing counselors find down payment assistance programs based on location and household information. Designed with counselors across the Network, the tool is used with clients and to train staff on matching borrowers with programs such as HomeReach and HomeFirst, which the Center delivers with HPD.

Since launching, DPAN has connected thousands of New Yorkers to down payment assistance they may not have found otherwise. The Center is now expanding the platform to connect users directly to lending products from its CDFI. What started as a simple tool has become a pathway to capital and homeownership opportunities across the city. We are currently working on expanding the DPAN platform



to link users directly to lending products offered by the Center's CDFI. What began as a simple tool has quickly become an onramp to critical capital and homeownership opportunities across the city.

Financials

2024 INCOME

\$31.5M

Government Contracts

\$12.8M

Corporate & Foundation

\$1.9M

Other Income

\$46.2M

Total

2024 FUNCTIONAL EXPENSES

\$32.8M

Program Services

\$3.6M

General & Administrative

\$0.7M

Fundraising

\$37.1M

Total

Our Board

Louise Carroll	<i>Board Chair</i>
Joseph Weisbord	<i>Board Secretary</i>
Colvin Grannum	<i>Board Treasurer</i>
Christie Peale	<i>CEO/Executive Director</i>
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.	<i>Ex-Officio</i>



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.

Altman Foundation	Federal Home Loan Bank of New York	NYS OAG
Amalgamated Bank	Freddie Mac	NYSERDA
ANHD	Goldman Sachs	Onity Group
Banco Santander	GOSR	Queens Borough President
Bank of America	HCR	Raincoat Foundation
BankUnited	HPD	Rainproof NYC
Battery Park City Authority	HSBC	Regenerational Roots Foundation
Brooklyn Borough President	Hudson River Foundation	Robert Wood Johnson Foundation
BTQ Financial	JPMorgan Chase	SONYMA
CDFI Fund	Keybank Foundation	State Bank of India
Change Capital Fund	LISC	Trinity Church Wall Street
Citibank	M&T Bank	Webster Bank
City Council	New York Community Trust	Wells Fargo
Deutsche Bank	Nike, Inc.	Zillow Group
DIME Community Bank	NYC Department of Finance	
Enterprise		

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



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