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for free.

# My Name Is Musa



Short story based on “Sofa Love: A Housing Romance”

We Speak NYC • Season 3

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<i>My Name Is Frantz</i> .....	Under One Roof

# My Name is Musa



My name is Musa.

I grew up in Pakistan.

Now, I live in Queens.

I love New York!



**NYC** Mayor's Public  
Engagement Unit

Musa Hassan  
Tenant Support Specialist  
Mayor's Public Engagement Unit

I work for the Public Engagement Unit (PEU).

The PEU is a New York City agency.

We help New Yorkers with housing problems.

We also help New Yorkers get health insurance.

**Questions about  
your lease?**

**Are you behind  
on rent?**

**Are you in  
housing court?**

Call 311 and ask for the  
**Tenant Helpline**  
to get free help from an NYC  
Tenant Support Specialist.



We have a Tenant Helpline.

The Tenant Helpline helps tenants  
solve problems.

Are you a **tenant**?

Do you have questions about your  
apartment or house?

We can answer your questions.

We can help you solve problems.

**tenant** = someone who rents from a landlord

# Do You Know Your Tenant Rights?

Questions about your lease?  
Are you behind on rent?  
Are you in housing court?

Get free assistance with repairs, landlord harassment, eviction prevention, and referrals for free legal help.

Call 311 and ask for the

**Tenant Helpline**

to get free help from an NYC Tenant Support Specialist.



nyc.gov/PEU



We help tenants learn their rights.  
Tenants have many rights.  
Do you know your tenant **rights**?  
Contact the Tenant Helpline and learn.  
Call 311 and ask for the Tenant Helpline.  
We can help you in your language.

**rights** = things you are entitled to; legal protections



This is Javier.

He is my friend.



I am visiting Javier in his apartment.

His apartment is cold!

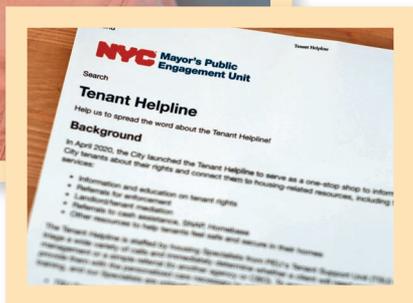
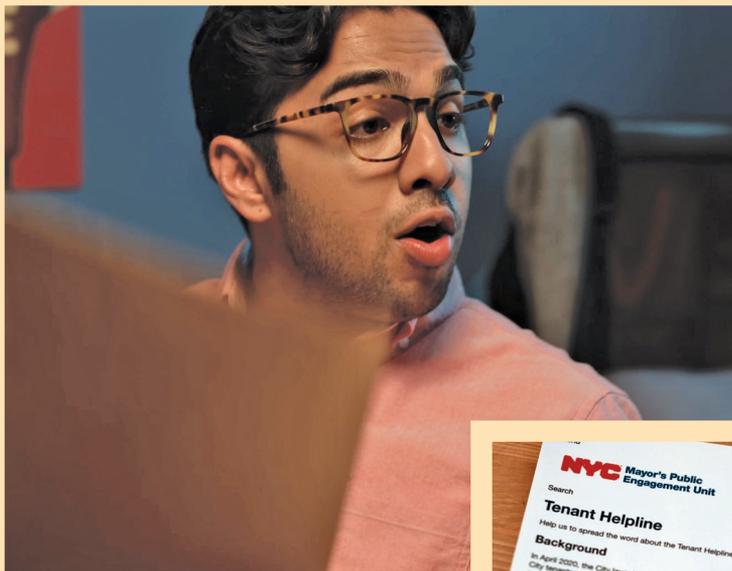
Maybe the heat is not working.



Javier doesn't want to tell the landlord.

He doesn't want to take action.

He says, "I don't want a conflict."



I help Javier understand his rights.

Tenants have the right to heat, hot water, and an apartment in safe and livable condition.

I give Javier information about his rights.



Javier's apartment is *not* in good condition.

Is that water falling from his ceiling?

Yes, it is!

There is a leak.

Javier has to take action.



I tell Javier, “You have to go upstairs and speak with your neighbors.”

“You have to tell them about the leak.”

Javier says, “I don’t know my neighbors. And it’s night.”

I tell Javier, “You have to take action.”

Javier is nervous.



These are Javier's neighbors.

That is Bao on the left.

That is Ushi on the right.

Bao and Ushi live in the apartment  
above Javier.

They recently **moved in**.

They have not met Javier before.

**moved in** = when you move into a new home  
and start living there



Javier tells them about the leak.

Bao calls the building **super**.

The super's name is Frantz.

Bao is on the phone with Frantz.

Frantz tells Bao to turn off the water valve under the sink.

That stops the leak.

**super** = someone who fixes things in a building



But everyone needs water.

The pipes need to be fixed.

Bao says, “Don’t worry.”

“Frantz will come in the morning to fix the pipes.”

“He will also repair your ceiling.”



We are taking action.

Javier is feeling more confident.

He says, “It’s nice and warm in here.  
My apartment is cold.”

Bao says, “It’s probably a problem  
with your radiator.”

“Tell Frantz about it in the morning.”



Ushi is looking at Javier.

She doesn't know him.

But he looks like an old friend.



Ushi looks at Javier again.

She smiles.

She says, “I know you!”

“You are Manny, in *Sofa Love*, right?”



Ushi is right!

Javier is an actor.

He is in a show called *Sofa Love*.

This is the poster of the show.

Do you see Javier?



That's right!

Javier is the man with the beard.

His name in *Sofa Love* is Manny.



Javier is shy.

But I say, “That’s right! Javier is Manny!”



Javier says, “It’s true.”

“Thank you for helping me solve my problems.”



Javier says, “Musa works for the PEU.”

Bao says, “What is that?”



I tell Ushi and Bao about the PEU.

I tell them about our services.

They are happy to learn about it.



**NYC** Mayor's Public  
Engagement Unit

**Musa Hassan**  
Tenant Support Specialist  
Mayor's Public Engagement Unit

I give them my card.

They can contact me anytime.



We are back in Javier's apartment.

I have an idea.



Javier needs to practice talking about the problems in his apartment.

I help him practice.



I tell Javier, “Imagine, I am the landlord.”

“Tell me about the problems in your apartment.”

Javier says, “There are a lot of problems.”



I say, “Start with the problem with the heat.”

Javier thinks.

He says, “There is no heat. I know it is spring, but my apartment is cold.”



We stop practicing.

Javier says, “Musa, before I talk to my landlord, I need to know my rights.”

“What are my rights to heat?”

Effective October 2017

# COLD WEATHER HEAT REQUIREMENTS

October 1st-May 31st

## DAY

6 a.m. - 10 p.m.

At least **68°F** inside



Below **55°F** outside



## NIGHT

10 p.m. - 6 a.m.

At least **62°F** inside



No outside temperature  
requirement



I tell Javier, “The landlord has to turn on the heat when the weather is below a certain temperature.”



If you don't get heat, use a thermometer  
to show the temperature.

Then call 311 to file a complaint.



The next morning Frantz comes to look at the leak.

Javier asks Frantz, “When will you finish the work?”

Frantz says, “Today.”



Javier is happy.

But there is another problem.

It's cold in his apartment.

Javier is nervous.

But then he remembers practicing  
with Musa.

He remembers his rights.

Javier opens his mouth.

He says, "There is no heat!"



Frantz checks the radiator.

It isn't working.

Javier tells Frantz about his right to heat.

Frantz is impressed with Javier.

Javier is taking action!



Javier is proud of himself.

And I am proud of my friend, Javier.

## Words used in this story

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- |   |   |  |
|---|---|--|
| <input type="checkbox"/> actor            | <input type="checkbox"/> housing court          | <input type="checkbox"/> rent            |
| <input type="checkbox"/> agency           | <input type="checkbox"/> impress                | <input type="checkbox"/> repair          |
| <input type="checkbox"/> apartment        | <input type="checkbox"/> landlord               | <input type="checkbox"/> rights          |
| <input type="checkbox"/> ceiling          | <input type="checkbox"/> leak                   | <input type="checkbox"/> safe            |
| <input type="checkbox"/> certain          | <input type="checkbox"/> lease                  | <input type="checkbox"/> services        |
| <input type="checkbox"/> condition        | <input type="checkbox"/> legal protections      | <input type="checkbox"/> show            |
| <input type="checkbox"/> confident        | <input type="checkbox"/> livable                | <input type="checkbox"/> shut            |
| <input type="checkbox"/> conflict         | <input type="checkbox"/> move in                | <input type="checkbox"/> sink            |
| <input type="checkbox"/> contact          | <input type="checkbox"/> needs                  | <input type="checkbox"/> solve           |
| <input type="checkbox"/> entitled to      | <input type="checkbox"/> neighbor               | <input type="checkbox"/> super           |
| <input type="checkbox"/> eviction         | <input type="checkbox"/> nervous                | <input type="checkbox"/> temperature     |
| <input type="checkbox"/> file a complaint | <input type="checkbox"/> poster                 | <input type="checkbox"/> tenant          |
| <input type="checkbox"/> fix              | <input type="checkbox"/> practice               | <input type="checkbox"/> Tenant Helpline |
| <input type="checkbox"/> friend           | <input type="checkbox"/> problems               | <input type="checkbox"/> thermometer     |
| <input type="checkbox"/> have to          | <input type="checkbox"/> proud                  | <input type="checkbox"/> upstairs        |
| <input type="checkbox"/> heat             | <input type="checkbox"/> Public Engagement Unit | <input type="checkbox"/> valve           |
| <input type="checkbox"/> housing          | <input type="checkbox"/> radiator               | <input type="checkbox"/> weather         |

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