

Snow Shoveling Assistance

NYC Department for the Aging (DFTA), in partnership with NYC Service currently oversees the coordination of volunteers through partners in the event of a snowstorm of **6 inches or more** to remove snow from the sidewalk outside of a homeowner's residence within the 5 boroughs of New York City.

You must **fall** under one of the two categories:

- **A homeowner who is 60 years of age and over, and/or**
- **A homeowner who has a disability**
- **Own a home in the five boroughs of New York City**

You can only request assistance with shoveling your sidewalk.

DFTA does not guarantee snow removal assistance. If you are eligible, DFTA will save your information for future snow storms and try to match you with a volunteer in your zip code, if there is one available.

DFTA does not accept complaints for cars and driveways blocked by snow.

Call **Dept. of Aging 212-602-4100** or **311** for **assistance by phone**.

The City **does not** clear access to automobiles, sidewalks, or driveways, even if the obstruction was caused by a City plow.

Snow is always plowed to the right side of the street because the same **trucks must plow both one-way and two-way streets**. Once the plows are mounted on trucks they cannot be shifted from one direction to the other.