

# ATTENTION TENANTS

What should you do if you are concerned about:

1. The health or safety of your apartment;
2. The maintenance of the property;
3. Your rent or your Section 8 assistance?

This property receives federal Section 8 assistance through the **U.S. Department of Housing and Urban Development (“HUD”)** and is subject to oversight by HUD’s Project Based Contract Administrator (“PBCA”). The PBCA in New York State is **NYS Homes and Community Renewal (“HCR”)**, working in partnership with **CGI**.

HCR’s mission is to help ensure tenants have access to safe, decent, and affordable housing. We encourage you to communicate any concerns to your property manager; it is most often the fastest way to get your problem addressed. Here are the steps you may take:

## **Step 1: Contact your property manager and/or resident committee first.**

For this property, please contact:

Contact information and instructions for concerns:

**\*\*ALWAYS Dial 911 in Life-Threatening Situations.\*\***

## **Step 2: Contact the CGI Call Center**

If you are a Section 8 tenant who contacted the property manager or resident committee and did not receive guidance or a resolution -or- if contacting the property manager with your particular concern would not be appropriate, the CGI Call Center may be able to help.



The CGI Call Center has a team of Customer Relation Specialists (CRS) who receive, investigate, and respond to incoming concerns.

### **CGI Call Center Purpose**

- Serves as a neutral third party to residents, owners, and the public
- Monitors properties for compliance with HUD regulations
- Ensures residents are provided with decent, safe, and sanitary housing

### **CGI Call Center Contact Information and Business Hours**

Hours of Operation: 8:30AM to 5:30PM, Monday through Friday

Contact Numbers: 1-866-641-7901

TTY Number: 1-800-662-1220

Fax: 1-518-218-7800

Mail: 3 Lear Jet Lane, Suite 205, Latham NY 12210

Email: [NYPBCAContactCenter@cgifederal.com](mailto:NYPBCAContactCenter@cgifederal.com)

Website: <http://www.pbcany.com>

To open an inquiry, please include the property name, resident name (anonymous inquiries are accepted), resident telephone number with area code, resident address including apartment number and a brief, detailed description of the concern(s).