



Erie County Housing Resource Directory

A guide for solving housing related problems.



Erie County
Department of
Health



Public Health
Prevent. Promote. Protect.

Edition: January, 2020

Prepared by:
Erie County Department of Health - Division of Environmental Health
503 Kensington Avenue
Buffalo, NY 14214
(716) 961-6800
www.erie.gov/health

**For copies of this document contact the Erie County Department of Health at (716) 961-6800 or
Erie County website at: www.erie.gov/health/housing**

Acknowledgements

With appreciation, the Erie County Department of Health would like to recognize the efforts of our many Student Interns who have worked diligently to create this document and to keep the information included current. Their assistance and dedication is to be commended.

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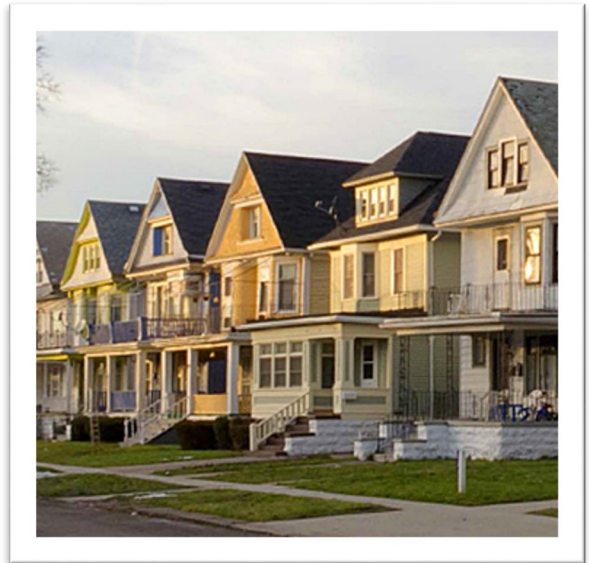
I. Introduction

WELCOME TO THE ERIE COUNTY HOUSING RESOURCE DIRECTORY.

Erie County Department of Health, Division of Environmental Health has developed this document to assist Erie County & City of Buffalo residents with finding solutions to housing related concerns.

The agencies listed in this directory can help property owners, landlords, and tenants with addressing housing related matters including the elimination or remediation of lead hazards. Every effort has been made to ensure that the information provided in this document is correct and up-to-date. Since many of the programs listed are funded through federal, state and local grant programs, we recommend contacting the agency to confirm eligibility and to determine if the program is still available.

If you have any questions, comments, or need a copy of this directory please contact the Erie County Department of Health, Division of Environmental Health at (716)961-6800. This directory is also available on our website at www.erie.gov/health/housing.



If this document does not contain the information you are searching for please contact 2-1-1 WNY or the City of Buffalo's 311 Call and Resolution Center. Information on both agencies can be found on the following page.

Erie County Department of Health Mission Statement

"To promote and protect health, safety, and well-being of Erie County residents through active prevention, education, enforcement, advocacy and partnerships."

Erie County Department of Health, Division of Environmental Health

503 Kensington Avenue Buffalo, New York 14214

Ph: (716) 961-6800 FAX: (716) 961-6880

www.erie.gov/health

Disclaimer: The Erie County Department of Health does not provide medical advice. The information provided herein and on the Erie County Department of Health website is not intended as a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your personal physician or other qualified health provider with any questions you may have regarding a medical condition or issue. Never disregard professional medical advice or delay in seeking it because of the content found on the Erie County Department of Health website or this correspondence.

Program Name 2-1-1 WNY



Services Provided

2-1-1 WNY is a free and confidential link to health and human services. Information includes - Basic Needs, Developmental Disabilities, Domestic Abuse, Food Assistance, Health & Wellness, Housing, Job Training, Legal Services, Mental Health, Food & Nutrition, Substance Abuse, Support Groups, Tax Services, and Volunteer Opportunities.

Address 1170 Main Street Buffalo, NY 14209

Phone 211 or (888) 696-9211 **FAX** N/A

Website www.211wny.org

Hours Accessible 24 hours a day / 7 days a week / 365 days a year

Contact **Email**

Eligibility Available to all residents of and visitors to the Western New York Area covering seven counties: Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, and Wyoming.

Program Name City of Buffalo 311 Call & Resolution Center



Services Provided

City of Buffalo residents can call 311 or 851-4890 to report service needs, check the status of previous service requests, obtain information regarding city programs or events, or take care of non-emergency police matters. Service requests can also be submitted and then tracked over the internet by utilizing the City of Buffalo's Self Service Portal. A report or request can be sent anonymously.

Address 218 City Hall, 65 Niagara Square Buffalo, NY 14202

Phone 311 or (716) 851-4890 **FAX**

Website www.buffalony.gov

Hours Monday-Friday (8:30 am - 4:30 pm); Closed Saturday & Sunday

Contact **Email**

Eligibility N/A

II. Rental Assistance

A. Housing Choice Voucher Program - HCV (Section 8)

Housing Choice Voucher Program HVC (or Section 8) is a federally funded program that provides rental assistance to low income tenants. The program is available for families, seniors, or disabled persons whose gross family income is less than 50% of the median income for the County. Currently there are 3 agencies which administer HCV (Section 8) programming in Erie County. For more information contact the agencies listed below. **NOTE: At this time no new applications for assistance can be accepted through these three agencies due to length of waiting list and federal funding cuts.**



Program Name Belmont Housing Resources for WNY



Services Provided

Services include - Rental Assistance, Housing Resource Center, First time Homebuyer Counseling, Post-Purchase Homebuyers Education, Foreclosure Prevention, One-on-one Budget/Credit Counseling, Tax Preparation, Financial Education Workshops, Affordable Housing and Tax Credit Property Management for Seniors/Multi Family, Development of Affordable New Homes for purchase.

Address 2393 Main Street Buffalo, NY 14214 (Central office)

Phone (716) 884-7791 **FAX** (716) 884-8026

Website www.belmonthousingwny.org

Hours Monday-Friday (9:00 am - 5:00 pm); Housing Resource Center is open till 8 pm Thursdays

Contact **Email** available on website

Eligibility Services are available to anyone living in Western New York.

HCV (Section 8) is no longer accepting applications at this time.

Program Name Buffalo Municipal Housing Authority (BMHA)



Services Provided Public housing for low-income families.

Services include - rental assistance, high quality safe and desirable housing for lower income families and individuals, Community Resource Centers with computers and internet access, self directed job training and employment assistance, Resident Services - self sufficiency programs.

Address 245 Elmwood Ave. Buffalo, NY 14222

Phone (716) 855-6774

Website www.bmhahousing.com

Hours Monday-Friday 9:00 am - 5:00 pm

Contact **Email** through the website

Eligibility You must meet the low-income limits for the number of persons in your family, and you must be a citizen or legal resident of the United States.

HCV (Section 8) is no longer accepting applications at this time.

Program Name Rental Assistance Corporation of Buffalo



Services Provided

Provides rental assistance on behalf of low-income families and elderly, or handicapped, or disabled individuals who could not otherwise afford decent, safe and sanitary housing. Offers Rental Assistance, Moderate Rehabilitation Programs, Family Self Sufficiency (FSS) Program, and Homeownership Program.

Address 470 Franklin Street Buffalo, NY 14202

Phone (716) 882-0063

FAX (716) 886-3790

Website www.racbny.org

Hours Monday-Friday 8:00 am - 5:00 pm

Contact **Email** through the website

Eligibility Program eligibility varies from low to moderate income qualifications and vary by program.

HCV (Section 8) is no longer accepting applications at this time.

III. Programs for Homeowners (renovation, repair, financial service)

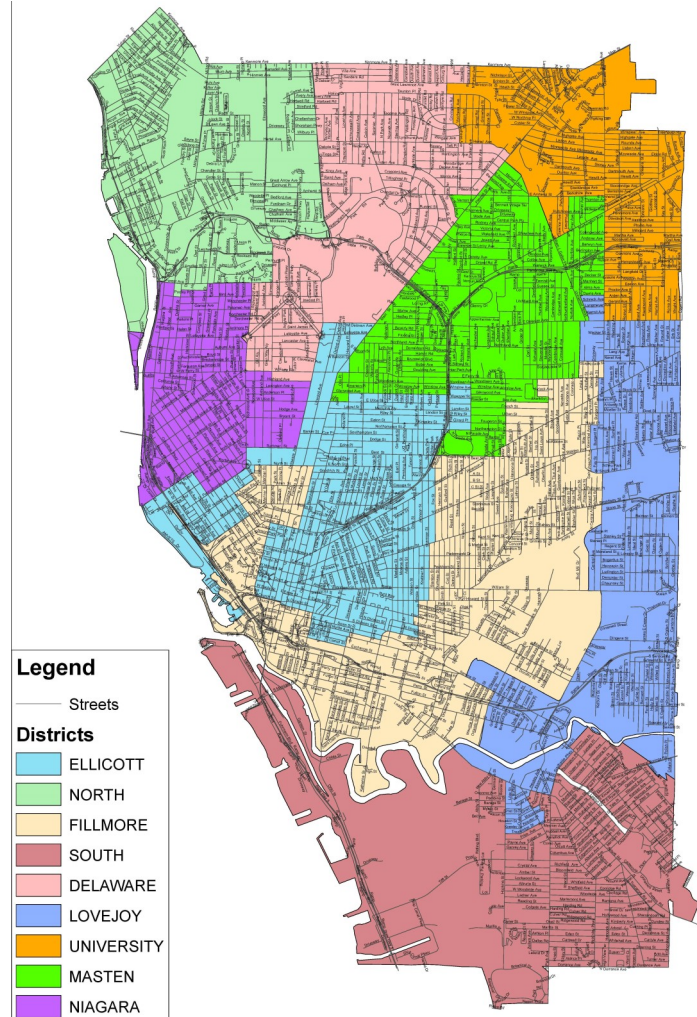
A. City of Buffalo Neighborhood Housing Service Agencies - Owner Occupied Housing Repair Programs

The City of Buffalo works closely with six Neighborhood Housing Service Agencies who administer the City of Buffalo Owner Occupied Housing Assistance Program. Funding is made available through the City of Buffalo of Buffalo Urban Renewal Agency through the Community Development Block Grant and/or HOME Program.

Programs vary and may include:

- **Roofing** – repair and replace severely deteriorated leaking roof
- **Emergency Repairs** - break in sanitary system, break in water or sewer line, electrical hazards at main panel, hazardous chimney
- **50/50 Rehabilitation Match** - low income, first time homebuyers grant for 1 or 2 family homes
- **Weatherization** - energy audits, insulation, air sealing, furnace, hot water or boiler
- **Target/Focus** - conditional grants for owner occupied single family homes in targeted neighborhoods

Eligibility, conditions, and restrictions apply. Check with your Neighborhood Housing Service Agency for more information.



NEIGHBORHOOD HOUSING SERVICE AGENCIES

Information on each Neighborhood Housing Service Agencies are located throughout the City of Buffalo. Information on each agency is included on the following pages. In addition to administering Owner Occupied Housing Assistance program, each Neighborhood Housing Service Agency may offer additional programs that can provide additional assist homeowners. Contact the agency located within your Council District for more information.

NOTE: To access a larger version of this map visit the City of Buffalo web site: www.ci.buffalo.ny.us/home/leadership/commoncouncil.

Program Name **Fillmore Leroy Area Residents Inc. (FLARE)**
MASTEN DISTRICT



Services Provided

City of Buffalo contracted agency for Housing Assistance Program. Homeowner Housing Rehab Loan Programs, Emergency Repair Loan Program, (sanitary system, water service, leaking roof, electrical hazards, hazardous chimney, water meter installation, defective heating system, defective hot water heater, gas line repair), target area rehabilitation program, 1st time Homebuyers, Weatherization.

Address 2495 Main Street Suite 412 Buffalo, NY 14214

Phone (716) 838-6740 **FAX** (716) 856-6919

Website www.flarecenter.org

Hours Monday-Friday 9:00 am - 5:00 pm, evenings for community functions

Contact Community Development & Housing Services Dept. (716) 838-6740

Eligibility Varies. Contact for more information on availability & eligibility.

Program Name **Heart of the City Neighborhoods Inc.**
ELLICOTT DISTRICT/NIAGARA DISTRICT



Services Provided

City of Buffalo contracted agency for Housing Assistance Program. Homeowner Housing Rehab Loan Program, Emergency Repair Loan Program, Homebuyer Programs, Weatherization Assistance Program, Properties for Purchase, Apartment Rentals, Neighborhood Beautification, Advocacy Work, Referral Services.

Address 191 North Street, Suite 1 Buffalo, NY 14201

Phone (716) 882-7661 **FAX** (716) 882-7662

Website www.info@hocn.org

Hours Monday-Friday 9:00 am - 5:00 pm

Contact Community Development & Housing Services Dept. (716) 882-7661

Eligibility Serving zip codes 14201 and 14202.

Varies. Contact for more information on availability & eligibility.

Program Name Lt. Col. Matt Urban Human Services Center of W.N.Y.
FILLMORE DISTRICT/LOVEJOY DISTRICT



Services Provided

City of Buffalo contracted agency for Housing Assistance Program. Housing Services, Senior Assistance, Senior Apartments, Weatherization Program, Youth & Family Services, Homeless Outreach Services, G.E.D. and Work Skills Training, Crime Victims Assistance, 3 Food Pantries & The Matt Urban Hope Center.

Address 1081 Broadway Buffalo, NY 14212

Phone (716) 893-7222 **FAX** (716) 893-7242

Website www.urbanctr.org

Hours Monday-Friday 8:30 am - 4:30 pm

Contact Community Development & Housing Services Dept. (716) 893-7222 ext. 214

Eligibility Varies. Contact for more information on availability & eligibility.

Program Name NeighborWorks Community Partners - Buffalo formally
West Side Neighborhood Housing Services **NORTH DISTRICT**



Services Provided

City of Buffalo contracted agency for Housing Assistance Program. Homebuyer education, landlord education, credit counseling, low-interest lending, home repair and rehab programs, closing cost and down-payment assistance, lead paint testing, energy efficiency assessments and more.

Address 359 Connecticut St. Buffalo, NY 14213 (Buffalo West Side)

Phone (716) 885-2344 **FAX** (716) 885-2346

Website www.nwcpbuffalo.org

Hours Monday-Thursday 8:30 am - 5:00 pm

Contact info@nwcpbuffalo.org

Eligibility Varies. Contact for more information on availability & eligibility.

Program Name **Old First Ward Community Center**
SOUTH DISTRICT



Services Provided

City of Buffalo contracted agency for Housing Assistance Program. Housing Services (Home Repairs, Weatherization, Health & Safety Issues), Youth Services & Programs, Senior Programs, Food Pantry, Recreational Facilities and Programs, Community Engagement Events & Activities.

Address 62 Republic Street Buffalo, NY 14204

Phone (716) 856-8613 **FAX** (716) 856-8273

Website www.old1stward.org

Hours Monday-Friday 8:00 am - 9:00 pm (Sept. - June) to 7:00 pm (July & August)

Contact Community Development & Housing Services Dept. (716) 856-8613 ext. 102

Eligibility Varies. Contact for more information on availability and eligibility requirements.

Program Name **University District Community Development Association, Inc.**
DELAWARE DISTRICT/UNIVERSITY DISTRICT



Services Provided

City of Buffalo contracted agency for Housing Assistance Program. Housing Down Payment Loans/ Grants, Weatherization Programs, First Time Buyer Home Loans, Electrician Services, Plumbing Maintenance/Repair, Roof Maintenance/Repair, Water Heater Maintenance/Repair, Home Rehabilitation Programs, Neighborhood Revitalization.

Address 995 Kensington Ave., Buffalo, NY 14215

Phone (716) 832-1010 X 207 **FAX** (716) 836-3686

Website www.udcda.org

Hours Monday - Friday 9:00 am - 5:00 pm

Contact

Eligibility Area served: 14214, 14215, 14216

Varies. Contact for more information on availability & eligibility.

III. Programs for Homeowners (renovation, repair, financial service)

B. Other agencies offering assistance and services in City of Buffalo

Program Name **Broadway-Fillmore Neighborhood Housing Services, Inc.**



Services Provided	Neighborhood-based, not-for-profit corporation that works to improve the Broadway-Fillmore Neighborhood through the provision of decent housing that is affordable to low and moderate income persons and families. Programs include: new home construction, acquisition of homes needing rehabilitation, loans and grants to homeowners, management of affordable rental properties, and limited financial and technical assistance to owners of commercial properties.
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Address 780 Fillmore Ave. Buffalo, NY 14212

Phone (716) 856-2952 **FAX** (716) 856-4639

Website www.780fillmore.org/bfnhs

Hours Monday-Friday 9:00 am - 5:00 pm

Contact **Email** [Contact form on website](#)

Contact for more information on program availability and eligibility requirements.

Program Name **Ellicott District Community Development, Inc. (EDCD)**



Services Provided

Provide housing rehabilitation, housing loan/grant program, resource library (materials re: housing, grants information), home ownership counseling, first time homebuyer's club, and general information & referral.

Address 644 William Street Buffalo, NY 14206

Phone (716) 856-3262 **FAX** (716) 856-7034

Website www.EDCD.org

Hours Monday-Friday 8:30am - 4:30pm

Contact

Eligibility Varies depending on program. Contact for more information on available programs and eligibility requirements.

Program Name **HOMEFRONT, Inc.**



Services Provided

Services available to both first-time home-buyers and existing homeowners. Services provided include: home-buyer education courses and one-on-one pre-purchase home-buyer counseling. Also comprehensively rehabilitates homes for purchase by first-time home-buyers at substantially subsidized purchase prices.

Address 780 Fillmore Ave. Buffalo, NY 14212

Phone (716) 856-2952 **FAX** (716) 856-4639

Website www.780fillmore.org/homefront

Hours Monday-Friday 9:00 am - 5:00 pm

Contact **Email** Contact form on website

Eligibility Contact for more information on program availability and eligibility requirements.

Program Name **NeighborWorks Community Partners - Buffalo** formally
Black Rock-Riverside Neighborhood Housing Services



Services Provided

Homebuyer education, landlord education, credit counseling, low-interest lending, home repair and rehab programs, closing cost and down-payment assistance, lead paint testing, energy efficiency assessments and more.

Address 1943 Niagara St. Buffalo, NY 14207 (Buffalo Black Rock-Riverside)

Phone (716) 877-3910 **FAX** (716) 877-3912

Website www.nwcpbuffalo.org

Hours Monday-Friday 8:30 am - 500 pm

Contact info@nwcpbuffalo.org

Eligibility Varies by program. Contact for more information on availability & eligibility.

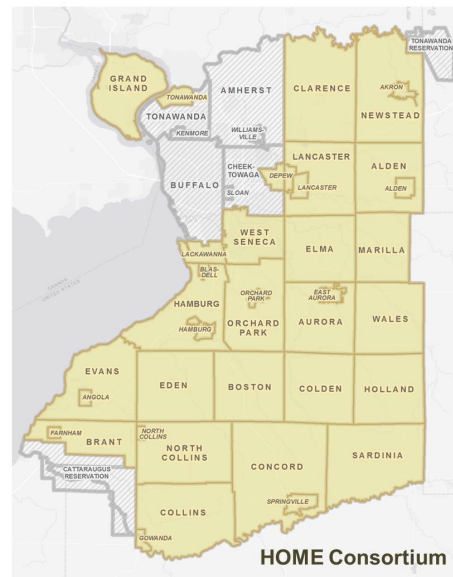
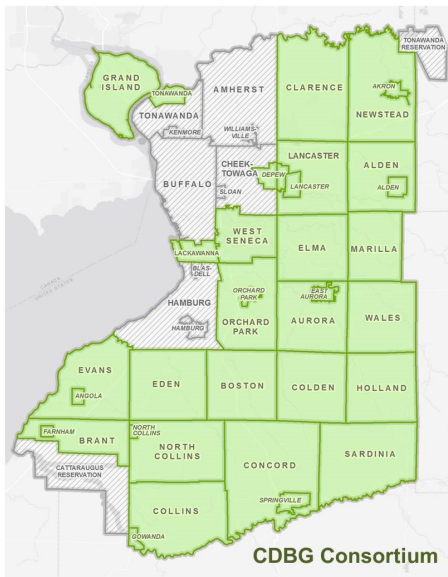
III. Programs for Homeowners (renovation, repair, financial service)

C. Erie County - Erie County Community Development Block Grant and HOME Investment Partnership Consortia.

The Erie County Department of Environment & Planning - Division of Planning administers the Erie County Community Development Block Grant (CDBG) and HOME Investment Partnership Consortia. These comprise 34 and 37 communities respectively in the County that have banded together to receive federal funds. These monies are used for a variety of community planning/improvements, housing rehabilitation activities, and economic development programs. Consortium members are indicated in green on the map. For additional information on any of the programs below visit www.erie.gov/environment or contact:

Erie County Dept. of Environment & Planning
95 Franklin St. Buffalo, NY 14202, 10th floor

Contact: Matthew Fisher (716) 858-2733 Email: Matthew.fisher@erie.gov



Programs

Housing Rehabilitation Program - assists eligible owner-occupied one- to two-family households to help with essential repairs. Funded through CDBG and Home Investment Partnership Program monies, the program aims to eliminate substandard living conditions and prolong the useful life of the housing stock occupied by low and moderate income households. Assistance is provided in the form of repayable loans of up to \$15,000 that are issued at a 0% fixed interest rate. *Please note that there is currently a waiting list for this program.*

Rental Rehabilitation Program - available to property owners whose rental units fail to meet one or more standards as required by applicable local, state, and federal housing codes. The property owner must contribute 10% or more of the rehab cost, and rent the units to low/moderate income tenants for a period of seven years from the date of assistance. Further, the rents charged cannot exceed the fair market rents established by Erie County as determined by the federal government.

Mobile Home Repair Program - The Mobile Home Repair program provides low interest deferred loans and grants to low-income individuals residing in mobile homes. *Please note that there is currently a waiting list for this program.*

Housing Accessibility Program - allows wheelchair-bound low and moderate-income individuals with documented disabilities that significantly impair mobility to make essential accessibility improvements to their owner-occupied home. Loan assistance of up to \$5,000 is available to assist with items such as access ramp installation, re-plumbing kitchen and bath to provide access to facilities, and installing a hard surface walkway from the ramp to where the vehicle is parked.

Utility Connection Program - eligible households wishing to connect their houses to new community sewer and water lines can receive up to \$5,000 to help with associated costs. Assistance is provided in the form of a 0% interest deferred loan that is not required to be paid back until the property is sold or transferred.

Fair Housing Program - Erie County now has a local Fair Housing Law! The legislation, which was signed into law by Erie County Executive Mark Poloncarz on May 22, 2018, incorporates the same protections as the federal and state fair housing laws while also prohibiting discrimination based on gender identity, immigration and citizenship status, and source of income.

D. Erie County - other municipalities & organizations

Municipalities that administers Community Development Block Grant and HOME Investment Partnership outside of the Erie County consortium included the Town of Amherst, Town of Cheektowaga, Town of Hamburg, and Town of Tonawanda / Village of Kenmore.

Program Name Town of Amherst **Planning Department - Community Development**



Services Provided

Housing Rehabilitation Program, Community Development Block Grant Program, HOME Investment Partnership Act Grant (consortium with Tonawanda & Cheektowaga), rental assistance program, weatherization, first time home buyer program.

Address 5583 Main St. Williamsville, NY 14221

Phone (716) 631-7051 **FAX**

Website www.amherst.ny.us

Hours Monday-Friday 9:00 am - 5:00 pm

Contact Community Development office (716) 631-7082

Eligibility Varies. Please contact the office for additional information and availability.

Program Name **Town of Cheektowaga**
Office of Community & Economic Development



Services Provided

The Cheektowaga Office of Community and Economic Development administers the Community Development Block Grant (CDBG) and HOME Investment Partnership programs. Programs include: Housing Rehabilitation Loan Program, Mobile Home Repair Program, Handicap Accessibility Program, and Fair Housing Program.

Address 275 Alexander Ave. 2nd floor Cheektowaga, NY 14211 (Alexander Comm. Center)

Phone (716) 897-7200 **FAX** (716) 462-4103

Website www.tocny.org

Hours Monday-Friday 9:00 am - 4:30 pm

Contact

Eligibility Primarily serving low to moderate income owner/occupant of a residential 1-4 family property. Serving Town of Cheektowaga, Village of Sloan, and Village of Depew (west of Transit Rd.). Contact for more information on program availability and eligibility requirements.

Program Name **Town of Hamburg**
Department of Community Development



Services Provided Hamburg Community Development offers the following programs via its Community Development Block Grant (CDBG), HOME Program.

First-Time Home Buyer “conditional grant” program, Housing Renovation Loan program, Mobile Home Renovation Loan Program, Housing Renovation “grant” program, Fair Housing.

Address 6122 South Park Ave. Hamburg, NY 14075 Office location: 6122 South Park Ave.

Phone (716) 648-6216

Website www.townofhamburgny.com/community-development

Hours Monday-Friday 9:00 am - 5:00 pm

Contact

Eligibility Programs are principally available for persons of low to moderate income. Visit the web site for information on eligibility requirements for each program.

Program Name **Town of Tonawanda / Village of Kenmore**
Department of Planning and Development



Services Provided

Community Development Block Grant program, HOME Investment Partnership Act Grant (consortium with Amherst & Cheektowaga), First Time Homebuyer, New Build Program, Closing Cost Assistance, Residential Rehabilitation, Weatherization.

Address 169 Sheridan Parkside Dr. Tonawanda, NY 14150

Phone (716) 871-8847 **FAX** (716) 871-8857

Website www.tonawanda.ny.us

Hours Monday-Friday 7:30 am - 3:30 pm

Contact Home Repair Program (716) 871-8847 ext 3

Eligibility Contact for more information on available programs and eligibility requirements.

Program Name **Community Action Organization (CAO) of WNY**
Housing & Development



Services Provided

The CAO New Ventures Housing Program provides housing assistance to low income families and individuals facing foreclosure and eviction, First Time Homebuyer Program, Senior/Disabled Housing Repair Program, Home Improvement Resource Program, Health, Safety and Code Violation Repairs Program.

Address 564 Dodge Street, Bldg # 400 Buffalo, NY 14208

Phone (716) 881-6543 **FAX** (716) 881-6010

Website www.caowny.org

Hours Monday-Friday 9:00 am - 5:00 pm

Contact

Eligibility Varies by program. Contact the office for eligibility requirements.

Program Name Habitat For Humanity - Buffalo, NY



Services Provided

Habitat Buffalo is a local affiliate of Habitat for Humanity International and is one of the largest single-family homebuilders in the City of Buffalo. Habitat provides the ability for low-income families to purchase a decent, safe, affordable home.

Address 1 675 South Park Ave. Buffalo, NY 14220

Phone (716) 204-0740 Fax (716) 235-8258

Website www.habitatbuffalo.org

Hours Monday-Friday 9:00 am - 5:00 pm

Contact

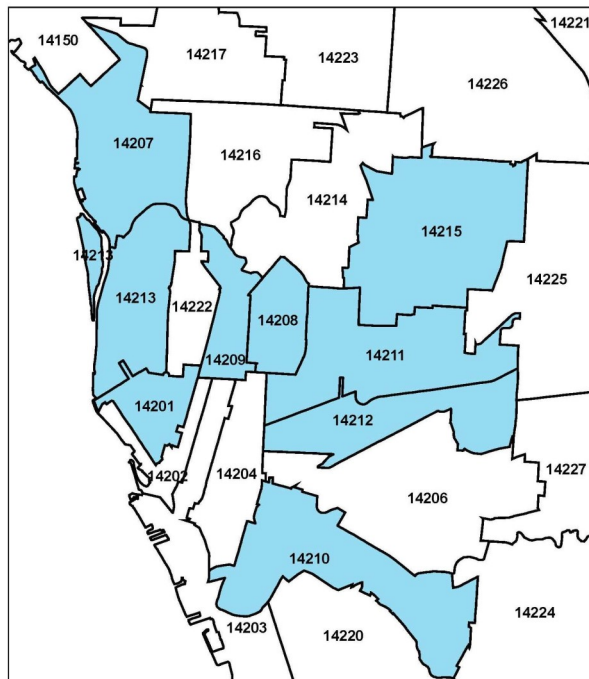
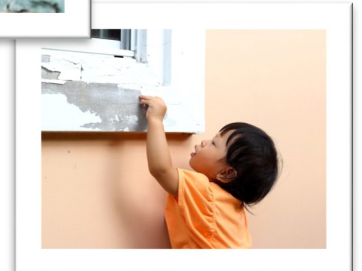
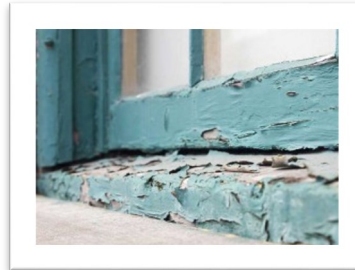
Eligibility Yearly household income cannot exceed 80% of the Area Median Income (AMI) as defined by HUD for the City of Buffalo. Please call the main office for more information.

IV. Lead Poisoning Prevention & Healthy Homes Programs

A. Erie County Department of Health - Division of Environmental Health

LEAD POISONING

Despite significant progress, childhood lead poisoning remains a serious problem in Erie County and in the City of Buffalo. In children, lead exposure can result in neurological damage, including intellectual impairment, developmental delays, learning disabilities, memory loss, hearing problems, attention deficits, hyperactivity, behavioral disorders, and other health problems. Lead is particularly dangerous to children the age of 5 and under due to their normal hand-to-mouth activity, which increases the potential for exposure, as well as the rapid growth and development of their nervous systems and their greater rate of lead absorption in their bodies.



AREAS OF CONCERN

Nine of Erie County zip codes - 14201, 14207, 14208, 14209, 14210, 14211, 14212, 14213, and 14215 - have been designated by the NYS Department of Health as **“Communities of Concern”**, where children are at exceptionally high risk for lead poisoning. While all of these zip codes lie within the City of Buffalo, conditions that give rise to lead poisoning can be found anywhere in Erie County. Since there is no medical treatment to permanently reverse the adverse health effects of lead exposure in children, it is **critical** to focus on prevention.

To combat this serious public health threat, public and private dollars have been invested in Erie County with the goal to eliminate lead poisoning through the remediation of homes, education & training opportunities, and building the capacity of the community to collectively address this serious issue.

Program Name **Childhood Lead Poisoning Program (Child Lead)**
Erie County Department of Health



Services Provided

Childhood Lead Poisoning Prevention Program (Child Lead) is responsible for the case management of lead poisoned children in Erie County. Child Lead addresses the potential sources of lead exposure, as well as preventing lead poisoned children from further exposure through home inspections and nurse case management.

Address 503 Kensington Ave. Buffalo, NY 14214

Phone (716) 961-6800

FAX (716) 961-6880

Website www.erie.gov/health

Hours Monday - Friday 8:30 am - 4:30 pm

Contact

Eligibility The program conducts investigations of children under the age of 18 that have tested positive for an elevated blood lead level (≥ 5 micrograms per deciliter)

Program Name **Lead Hazard Control Program (LHC)**
Erie County Department of Health



Services Provided

Funded by US Dept. of Housing and Urban Development (HUD), LHC is a low-cost initiative that provides lead hazard identification and contracted labor & supplies to remediate and control lead hazards at your property. This program is NOT intended to perform non-lead-related renovations or home rehabilitation work, although some funds may be available for minor home improvements.

Address 503 Kensington Ave. Buffalo, NY 14214

Phone (716) 961-6800

FAX (716) 961-6880

Website www.erie.gov/health

Hours Monday - Friday 8:30 am - 4:30 pm

Contact

Email leadsafe@erie.gov

Eligibility Available to low income property owners, qualifying families and home-based daycares with children the age of 5 and under living in the home. Small financial contribution from homeowner may apply. For more information on eligibility visit the web site or contact by phone.

Program Name **Lead Poisoning Primary Prevention Program**
Erie County Department of Health



Services Provided

Primary Prevention performs no cost lead based paint exterior and interior assessments, provides lead education, and other interventions to reduce the chances of lead poisoning. Identified lead hazards are required to be remediated by the property owner. Training and some resources exists to assist the property owner in making the repairs in a lead safe manner.

Address 503 Kensington Ave. Buffalo, NY 14214

Phone (716) 961-6800

FAX (716) 961-6880

Website www.erie.gov/health

Hours Monday - Friday (8:30 am - 4:30 pm)

Contact

Email lead.primary@erie.gov

Eligibility Available to residents in Erie County & the City of Buffalo living in pre 1978 housing with children the age of 5 and younger residing or visiting more than 6 hours a week. In zip codes 14201, 14207, 14208, 14209, 14210, 14211, 14212, 14213, 14215.

B. Other lead poisoning prevention programs and services

Program Name **311 Call & Resolution Center - Lead Line**
City of Buffalo



Services Provided

Lead Based Hazards are a legacy of Buffalo's industrial heritage and remain in many of our older homes and buildings. The City of Buffalo 311 Center has a "Lead Line" where you can file a complaint about lead or request to have your home or apartment tested. A report or request can be sent anonymously.

Address 218 City Hall, 65 Niagara Square Buffalo, NY 14202

Phone 311 or (716) 851-4890

FAX

Website www.buffalony.gov

Hours Monday - Friday 8:30 am - 4:30 pm; Closed Saturday & Sunday

Contact

Email

Eligibility City of Buffalo residents and property owners.

Program Name **Lead Poisoning Prevention Resource Center
of Western New York**



Services Provided

Serving the eight counties of Western New York, the Lead Poisoning Prevention Resource Center is committed to helping you find resources within the community to prevent, provide early detection and effectively manage lead poisoning in children and pregnant women.

Address 1050 Niagara St. Buffalo NY 14213

Phone (716) 768-7624

FAX (716) 768-7621

Website www.ochbuffalo.org

Hours Monday - Friday 8:30 am - 4:30 pm

Contact

Email

Eligibility Patients and parents dealing with lead poisoning.

C. Healthy Homes



Environmental hazards in the home such as lead, mold, carbon monoxide, and allergens harm millions of children each year. In response to concerns about child environmental health the idea of creating a healthy home was born.



“Healthy Homes” is a comprehensive approach to these activities by focusing on housing-related hazards in a coordinated fashion, rather than addressing a single hazard at a time. The goal, to protect



children & their families from housing-related health & safety hazards by implementing a cost-effective and integrated approach. Organizations and agencies that offer healthy home programming are listed on the following page.

Program Name **Green & Healthy Homes Initiative Buffalo, NY (GHHI)**
Community Foundation for Greater Buffalo



Services Provided GHHI is a public-private partnership between the federal government, national & local philanthropy, the National Coalition to End Childhood Lead Poisoning and local partners. Based on models from around the country, Buffalo's GHHI aligns and coordinates public and private funding sources and programs for Weatherization, Lead Hazard Control, Asthma Control, and other home health and safety interventions in low income homes with vulnerable populations.

Address 726 Exchange St. Suite 525 Buffalo, NY 14210

Phone (716) 852-2857

FAX (716) 852-2861

Website www.cfgb.org

Hours Monday - Friday 8:00 am - 5:00 pm

Contact

Email

Eligibility Varies. Contact staff for more information.

Program Name **Healthy Neighborhoods Program**
Erie County Department of Health



Services Provided

A neighborhood based program, Health Department staff provide FREE services to prevent home injury. Home visits include information and a home assessment for Indoor Air Quality, Asthma Control, Carbon Monoxide Poisoning, Fire and Burn Safety, Lead Poisoning Hazards, Unintentional Injury, Smoking Cessation, Housing and Property Maintenance.

Address 503 Kensington Ave. Buffalo, NY 14214

Phone (716) 961-6800

FAX (716) 961-6880

Website www.erie.gov/health

Hours Monday - Friday 8:30 am - 4:30 pm

Contact

Email

Eligibility City of Buffalo residents residing in zip codes: 14201, 14202, 14206, 14207, 14208, 14209, 14210, 14211, 14212, 14213, 14215, 14218 (City of Lackawanna)

V. ENERGY AND UTILITY SAVINGS ASSISTANCE

Paying your energy bill each month often can be a challenge. There are many programs available in Erie County that may be able to assist you and your family. One way to help conserve energy and make your home more energy efficient is to participate in programs including Weatherization Assistance Program (WAP) or the Energy Savings Assistance Program, and the Home Performance with Energy Star Program. All offer no-cost / low cost energy-saving home improvement services which can make your home more comfortable while saving money.

A. WEATHERIZATION ASSISTANCE PROGRAM (WAP)

The Weatherization Assistance Program assists income-eligible families and individuals by reducing their heating and cooling costs and addressing health and safety issues in their homes through energy-efficiency measures. Weatherization services reduce the amount of energy required to heat and cool homes and provide hot water, thus reducing energy consumption, while minimizing the impact of higher fuel costs on low-income families. Household energy-use reductions and resultant energy cost savings are significant, with an average annual savings in excess of 20%.

There are 3 agencies in Erie County offer WAP's depending on where you live.

- 1) Supportive Services Inc. - Outside the City of Buffalo
- 2) Lt. Col. Matt Urban Weatherization Assistance Program (see map)
- 3) NHS of South Buffalo Weatherization Assistance Program (see map)



More information on these and other programs are included in this directory. Please contact each agency directly to discuss your needs. Services and cost vary. Additional programs can also be found by contacting 2-1-1 WNY.

Phone: 211 or (888) 696-9211 **website:** www.211wny.org

Program Name **WAP (Weatherization Assistance Program)**
NHS of South Buffalo, Inc.



Neighborhood Housing Services
of South Buffalo, Inc.

Services Provided

Conducts an assessment, or “energy audit,” of the residence to identify specific measures to increase energy efficiency. Based on the results of the energy audit, services may include, but are not limited to, sealing cracks and holes; insulation of attics and walls; heating system repairs or replacement; hot water tank and pipe insulation; energy-efficient lighting & refrigerators; etc.

Address 1937 South Park Ave. Buffalo, NY 14220

Phone (716) 823-3630

Website www.nhssouthbuffalo.org

Hours Monday - Friday 8:00 am - 4:30 pm

Contact **Email** info@nhssouthbuffalo.org

Eligibility Applicants must meet income requirements, and the building must lie within our service area (see map on page 27). Tenants who meet the income requirements may apply, though the landlord may be required to pay up to a quarter of the costs.

Program Name **WAP (Weatherization Assistance Program)**
Lt. Col. Matt Urban Human Services Center of WNY



Services Provided

Service area: the East Side of Buffalo (see map on pg. 27 or call for more details). Conducts an assessment, or “energy audit,” of the residence to identify specific measures to increase energy efficiency. Services may include, sealing cracks and holes; insulation of attics and walls; heating system repairs or replacement; hot water tank and pipe insulation; energy-efficient lighting & refrigerators.

Address 1081 Broadway St. Buffalo, NY 14212

Phone (716) 893-7222 ext. 218 **FAX** (716) 893-7242

Website www.urbanctr.org/housing-services/weatherization

Hours Monday - Friday 8:30 am - 4:30 pm

Contact **Email** info@urbanctr.org

Eligibility Households with incomes at or below 60% of state median income are eligible. Program services are available to both homeowners and renters, with priority given to senior citizens, families with children, and persons with disabilities. Living in single-family and multi-family buildings.

Program Name **WAP (Weatherization Assistance Program)**
Supportive Services, Inc.



Services Provided

Service Area: Erie County outside of City of Buffalo. Measures (pending energy audit assessment) can include: attic and wall insulation, caulking of windows and doors, weather stripping of windows and doors; clean, tune, repair heating & cooling systems; replace window & doors, install smoke detectors and carbon monoxide detectors.

Address 201 St. Mary's St. Lancaster, NY 14086

Phone (716) 685-6252

FAX (716) 685-2601

Website www.supportiveservices.org

Hours Monday - Friday 8:00 am - 4:00 pm

Contact **Email** weatherization@supportiveservices.org

Eligibility Households with incomes at or below 60% of state median income residing in Erie County, outside of the City of Buffalo; public assistance recipients, homeowners, renters (Landlord investment is necessary). Call or visit web site for additional information.

B. Other weatherization programs and services

Program Name **PUSH Green**
People United for Sustainable Housing (PUSH) Buffalo



Services Provided

PUSH Green is a community-based energy efficiency program funded by People United for Sustainable Housing (PUSH Buffalo) and the New York State Energy Research and Development Authority (NYSERDA). Services include: educational workshops, free or reduced cost energy assessments, retrofits, solar assessments and installations, low-cost financing opportunities.

Address 456 Massachusetts Ave. Buffalo, NY 14213

Phone (716) 886-1780

FAX (716) 881-0191

Website www.pushbuffalo.org/push-green

Hours Monday - Friday 9:00 am - 5:00 pm

Contact (716) 886-1780 ext 706

Email pushgreen@pushbuffalo.org

Eligibility Erie County wide. Contact an Energy Advocate for more information about eligibility requirements.

Program Name **HEAP (Home Energy Assistance Program)**
Erie County Department of Social Services



Services Provided

The Home Energy Assistance Program (HEAP) is a federally funded program, which is administered by New York State to assist low-income families with their energy needs. Multiple components are available to apply for heating assistance or services while the funding is available including assistance for heat and electricity, emergency assistance, energy efficiency services, cooling assistance (based on medical necessity).

Address 460 Main Street, 2nd Floor Buffalo, NY 14202

Phone (716) 858-7644

Website www.erie.gov/heap

Hours Monday - Friday 8:00 am - 4:00 pm

Eligibility Erie County residents. Seasonal: Program opens in November and closes when funds are exhausted, usually April or May. Cooling assistance opens May. Applications, program guidelines, and eligibility requirements can be found by calling the HEAP hotline or by visiting the web site.

Program Name **EmPower NY**
NYSERDA



Services Provided

NO-COST energy efficiency solutions to income-eligible New Yorkers. Free energy savings upgrades such as: home energy assessment, attic and wall insulation, replacement of old, inefficient refrigerators and freezers, installation of high-efficiency lighting and insulation, water saving showerheads.

Address 726 Exchange Street, Suite 821 Buffalo NY 14210

Phone (877) NYSMART (76278) **Fax**

Website www.nyserda.ny.gov

Hours Monday - Friday 9:00 am-6:00 pm

Contact **Email** info@nyserda.ny.gov

Eligibility Eligibility includes: live in a home or building with 100 units or fewer, household income is below 60% of state median income (same as HEAP benefits). Applications available on web site or by calling 1-877-NYSMART (76278).

Program Name **Energy Assistance Program
NYSEG**



Services Provided

If you are having difficulty paying your bill contact us to work together on a solution. Services we have to assist you - Energy Assistance Program, Low-Income Energy Efficiency, Project SHARE emergency assistance, Billing Options (online billing, credit card, electronic funds transfer, etc.), Budget Billing, Third-Party Notification, Tips on Using Energy Wisely.

Address Multiple locations

Phone 1-800-572-1111 (customer service), Project SHARE 1-800-599-4327

Website www.nyseg.com

Hours Monday-Friday 8:00am –4:30pm (walk-in offices) M-F 7:00am-7:00pm (phone hours)

Contact Email through website

Eligibility Eligible families or individuals in need of payment assistance are encouraged to contact NYSEG directly.

Program Name **LICAAP / Neighbor for Neighbor Heat Fund
National Fuel**



Services Provided

If you meet the HEAP income guidelines, you may also be eligible for National Fuel's Low Income Customer Affordability Assistance Program (LICAAP). The program offers stable bills, reduced rates, and debt forgiveness. The Neighbor For Neighbor Heat Fund, a first-come, first-served home-heating assistance grant program is available to provide assistance to low-income Western New Yorkers.

Contacts The Salvation Army at (716) 883-9800 X 230
Catholic Charities at (716) 856-4494 or (716) 218-1400 (ask for Parish Outreach)

Website www.nationalfuelgas.com

Hours Vary for each agency.

Eligibility Eligible families or individuals in need of payment assistance are encouraged to contact the agencies listed above.

Program Name **Central Intake Center**
Catholic Charities



Services Provided

Electric service payment assistance, heating fuel payment assistance, gas service payment assistance. Catholic Charities can also assist with emergency basic needs assistance (financial, food, prescription), holiday gifts/toys, food vouchers, food stamps/SNAP, prescription expense assistance, case/care management, benefits screening.

Address 525 Washington St Buffalo NY 14203; additional satellite offices (hours vary)

Phone (716) 856-4494

Website www.ccwny.org

Hours Monday-Friday 9:00am - 11:00am, 1:00pm - 4:00pm

Contact

Eligibility Varies by program. Must be a resident of Erie County

VI. LEGAL AID, SERVICES AND RIGHTS

Whether you qualify for free legal aid depends on a number of factors -- such as your income, health status, safety, location, and whether your issue is of a civil or criminal nature.

There are multiple organizations and private attorneys that offer free and reduced cost legal aid for our neighbors in and around Erie County.

A sample of these agencies are listed below. For more information contact 211WNY.

Phone: 211 or (888) 696-9211 **Website:** www.211wny.org



Program Name **Catholic Charities of Western New York** **Immigrant and Refugee Assistance Program**



Services Provided The immigration and refugee service assists local immigrants with matters related to asylum, family reunification, U Visa's and other similar immigration activity. Services include: citizenship classes, travel document application, green card and naturalization application, completion of affidavits of relationship or affidavits of support as well as assistance with housing, food, clothing, employment services.

Address 20 Herkimer St. Buffalo, NY 14213

Phone (716) 842-0270

FAX (716) 328-0032

Website <https://www.ccwny.org>

Hours Monday - Friday 8:45 am - 4:45 pm

Contact

Email (use website)

Eligibility Residents of Erie County and surrounding counties. Eligibility determined by income level relative to size of family.

Program Name **Center for Elder Law & Justice**
(Formerly Legal Services for the Elderly (LSED))



Services Provided Free civil legal services & assistance for - Pension Benefits, Consumer Law, Elder Law, Elder Mediation, General Legal Aid, Health Law, Landlord/Tenant Dispute Resolution, Eviction Prevention, Patient Rights, Tax Foreclosure, Mortgage Delinquency and Default Counseling, Grandparent Rights, Legal Counseling & Representation, Insurance Law, Health Care & Insurance, Social Security & Benefits, Nursing Home & Hospital Issues, Grandparents Rights, Protective Services, Consumer Protection, Refugee/New Americans Services, LGBTQ Seniors' Issues, Elder Abuse, Veterans Referrals through Veteran's Court (income guidelines), and Predatory Lending.

Address 438 Main St. Suite 1200 Buffalo, NY 14202

Phone (716) 853-3087 **FAX** (716) 856-5317

Website www.elderjusticenyny.org

Hours Monday - Friday 9:00am - 5:00pm

Contact **Email** info@elderjusticenyny.org

Eligibility Age 60+ for programs funded through the federal Older Americans Act however, many programs for younger or disabled clients are available. Please call for specifics.

Program Name **Housing Opportunities Made Equal (HOME)**



Services Provided

HOME serves the Western New York community through advocacy, the enforcement of fair housing laws, education, and the creation of housing opportunities. FREE and confidential counseling on fair housing law and landlord/tenant law, counseling for discrimination complaints, and training for housing providers.

Address 1542 Main St. Buffalo, NY 14209

Phone (716) 854-1400 **FAX** (716)854-1140

Website www.homenyny.org

Hours Monday-Friday 9:00am-1:00pm (hours of intake) M-F 1:00pm-5:00pm (appointment only)

Contact **Email** homenyorg@gmail.com

Eligibility Service area Western New York. No income requirements. We help everyone in Western New York with our FREE and confidential services.

claro
Civil Legal Advice and Resource Office



Program Name **Say YES-Legal Clinics**



Services Provided

Provides free legal advice to all community members on non-criminal legal matters, such as bankruptcy, child custody, child support, divorce, eviction, foreclosure, government benefits, housing, immigration, income tax, and others. For brief legal advice only. Financially eligibility may be required to receive more in-depth services.

Address 712 Main St. Buffalo NY 14202 (Say YES office) for clinic locations see website

Phone (716) 828-8491 (clinic information line)

Website www.sayyesbuffalo.org/supports/legal-clinics

Hours Varies at each site - check website

Contact buffalo@sayyestoeducation.org

Eligibility Residents, students, parents, and community members living in the Buffalo Public School District. No advice for criminal matters. Location for clinics vary-check website.

Program Name **Immigration Legal Services Program**
Journey's End Refugee Services, Inc.



Services Provided Offers immigration legal representation to low-income refugees, asylees, and other immigrants. Assistance with immigration matters before U.S. Citizenship and Immigration Services (USCIS) and the Executive Office for Immigration Review (EOIR), including but not limited to naturalization, permanent residency (green cards), family reunification, travel documents, work authorization, asylum and withholding of removal, temporary protected status.

Address 2495 Main St. Suite 530 Buffalo, NY 14214

Phone (716) 882-4963 ext. 203

Website www.jersbuffalo.org/immigration-legal-services

Hours Legal intakes: Every Friday 10:00AM-12:00PM. First-come, first-served.

Contact

Eligibility Low-income immigrants seeking assistance with immigration legal matters.

Program Name **Western New York Law Center Inc.**



Services Provided

Represents low-income Western New Yorkers in civil matters. General Legal Aid, Consumer Law, Bankruptcy Assistance, Housing Discrimination Assistance, Welfare Rights Assistance, Legal Representation - bankruptcies, foreclosures, housing discrimination, consumer matters, and disability rights cases.

Address 37 Franklin St. Suite 210 Buffalo, NY 14202

Phone (716) 855-0203 Foreclosure Line (716) 855-0203 ext.118

Website www.wnyc.com or at www.clarobuffalo.org

Hours Monday - Friday 9:00am - 5:00pm

Contact

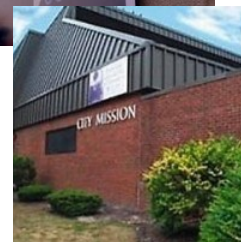
Eligibility No income guidelines except for in bankruptcy cases; individuals with bankruptcy cases should have a source of employment income. Service Area: Erie, Genesee, Niagara, Orleans, Wyoming, & Chautauqua Counties.

VII. Housing Assistance - Emergency, Temporary, and Transitional

Numerous agencies in Erie County can provide emergency housing assistance to individuals and families in need.

Certain restrictions, availability and fees may apply.

Contact the agency directly for more information. For a complete listing of agencies contact 2-1-1 WNY **Call: 211 or 1-888-696-9211 or visit the website: www.211wny.org**



Altamont Veterans Program - Peter Young Housing (716) 892-0132 www.pyhit.com

Provides transitional housing for homeless male veterans referred from the VA Homeless Program. Provides case management, basic life skills, counseling, and some job development.

Buffalo City Mission/Cornerstone Manor (716) 854-8181 www.buffalocitymission.org/cornerstone-manor

Offers emergency shelter, DREAM transitional housing program, and children's program. Services include: case management, employment and career development, housing management, and financial literacy.

CAO Emergency & Family Services Division (716) 881-5150 www.caowny.org

Provides services for clients with urgent basic human needs, financial assistance for living expenses, and emergency shelter.

Catholic Charities (716) 856-4494 www.ccwny.org

Offers helps in emergencies with basic needs such as financial, food, prescription and heat.

Code Blue Shelters - WNY Coalition for the Homeless www.wnycoalitionforthehomeless.org

"Code Blue" is the City of Buffalo's emergency weather safety plan that provides outreach, transportation, shelter and a warm meal to Buffalo's homeless population on evenings when temperatures and wind chill fall to 15 degrees or below from November 15 to March 15. Code Blue 32 is any time the lowest night temperature (including wind chill) is between 15 and 32 degrees.

St. Luke's Mission of Mercy	325 Walden Ave. Buffalo NY 14211
Harbor House (Restoration Society Inc.)	241 Genesee St. Buffalo NY 14204
Holy Cross	412 Niagara St. Buffalo, NY 14201
Rural Outreach Center	765 Olean Rd. East Aurora, NY 14052

Compass House (716) 886-0935 www.compasshouse.org

Provides runaway, homeless and street youth ages 12-17 years of age, with safe emergency shelter and services, through a voluntary and mutually agreed-upon process.

Erie County Dept. of Social Services/Emergency Services (716) 858-6265 www.erie.gov/socialservices

Emergency Temporary Assistance offers help for an urgent need or situation that has to be taken care of right away. Examples: you are homeless, evicted, no heat, no utilities, domestic violence. Applications should be filed on the second floor of 460 Main Street, Buffalo.

Erie Co. Emergency Solutions Homelessness Prevention Program - RSI (716) 842-4184 www.rsi.org

Provides assistance and case management to prevent homelessness. Also offers assistance with pending eviction and rent arrears. Specific service area outside City of Buffalo.

Emergency Housing Services - Transitional Services Inc. (716) 886-0363 www.tsiwny.org

18 year old and over adults who have mental illness & lack housing & finances. Shelter, mental health support & case management services for homeless individuals with mental illness. Electronic application on Erie County Dept. of Mental Health website.

Gerard Place Transitional Housing (716) 897-9948 www.gerardplace.org

Provides transitional housing and supportive services for homeless single parent families. Provides housing, vocational training, life skill classes, and counseling.

Haven House - Child and Family Services (716) 884-6000 www.cfsbny.org/programs/haven-house

Shelter for victims of domestic violence & their children, as well as shelter for child abuse victims when accompanied by the non-offending parent.

Harbor House Drop In Center (for mentally ill) (716) 842-4184 www.rsiwny.org

Night time drop-in, resource center open 365 days a year that works with individuals with a mental health diagnosis or dually diagnosed with mental health and substance use. Provides resources and support for housing, linkages to community supports, showers, laundry and meals.

HOPE Center - Lt. Col. Matt Urban Human Services of WNY (716) 893-7222 x310 www.urbanctr.org

Comprehensive services and programs, including job assistance, for individuals or families who are homeless, or at risk of becoming homeless. Food Pantry, Clothing boutique & Urban Diner.

Little Portion Friary (716) 882-5705 www.littleportionfriary@outlook.com

Temporary emergency short term shelter. Open to anyone 18 years old & older, with no severe mental or physical disabilities, without funds, able to leave during the day.

Paradise House (716) 892-2813

Residential program for female parolees, ex-offenders, and offenders (with a court date). Also eligible are addicts coming from a 30 rehabilitation program, addicts who are pregnant.

Plymouth Crossroads United Church Home (716) 393-3906 www.plymouthcrossroads.org

Provides transitional housing for homeless young men ages 16-20 years old. Services include safe accommodations, basic life skills, educational opportunities, job coaching, counseling.

Salvation Army Buffalo Area Emergency Shelter (716) 884-4798 www.buffalo.salvationarmy.org

Provides short-term emergency shelter for families and single women who are homeless and in crisis. Assistance in finding permanent housing, advocacy & referrals for residents.

Transitional Housing for Women, YWCA of WNY (716) 852-6120 x 107 www.tsiwny.org

Offers transitional housing to homeless women and their children. Criteria for participation in the Transitional Housing Program: 1) female head of household, 18 years of age or older; 2) guardian of minor-aged child(ren) or pregnant (at least second trimester) or working with courts to regain custody of child(ren); and 3) homeless according to the definition established by HUD. Must be able to pay monthly rent.

VIII. Other Support Services

Buffalo Federation of Neighborhood Centers, Inc. (716) 856-0363 www.bfnc.org

Support services for adults, senior citizens, children and youth including Comprehensive Adolescent Pregnancy Prevention, Mental Health & Developmental Disabilities, Senior Services.

City of Buffalo Urban Renewal Agency (BURA) (716) 851-2872 www.buffalourbanrenewal.com

The Buffalo Urban Renewal Agency (BURA) is a public benefit corporation that was formed, by an act of the New York State Legislature, in 1966. Its corporate purpose includes the general planning and operation of various urban renewal programs designed to prevent or eliminate blight and deterioration in the City of Buffalo.

City of Buffalo Department of Assessment and Taxation Exemption Office (716) 851-5772
www.city-buffalo.com

Visit the website for a complete listing of services.

Evergreen Lofts Supportive Apartments (716) 847-2441 www.evergreenhs.org

Affordable, safe, and decent housing in the Pratt-Willard neighborhood in the City of Buffalo. All apartments are adaptable and/or accessible to disabled persons. Call for eligibility requirements and an application.