Erie County Housing Resource Directory

A guide for solving housing related problems.
Acknowledgements

The Erie County Department of Health would like to recognize the efforts of our 2018 student interns Sara Fenton and Waverly Lancer who worked diligently on this document to make it as complete and accurate as possible. Their outstanding effort on this document and with other program responsibilities has not gone unrecognized.

The department would also like to thank Kelly Dodd and the entire staff of Western New York (WNY) 2-1-1 for their assistance with the editing of information and for making this directory available to the public via their website. We appreciate their ongoing support of our work.
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I. Introduction

WELCOME TO THE ERIE COUNTY HOUSING RESOURCE DIRECTORY!

Erie County Department of Health LEADSAFE Erie County program 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 the elimination or remediation of lead hazards and other housing issues. 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 if this directory please contact the Erie County Department of Health LEADSAFE Erie County program at 716-961-6800. This directory is also available on our website at www.erie.gov/health or at www.211WNY.org.

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.
II. Rental Assistance

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

Section 8 (Housing Choice Voucher Program) 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 Section 8/HCV programming in Erie County. For more information contact the agencies listed below.

Program Name  Belmont Housing Resources for WNY

<table>
<thead>
<tr>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 8 (HCV) Services include Rental Assistance, Housing Resource Center, First time Homebuyer counseling, Post-Purchase Homebuyers Education, Foreclosure Prevention, One-on-one Budget/Credit Counseling, Financial Education Workshops, Affordable Housing and Tax Credit Property Management for Seniors/Multi Family, Development of Affordable New Homes for purchase.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>1195 Main Street Buffalo, NY 14209</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 884-7791</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 884-8026</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.belmonthousingwny.org">www.belmonthousingwny.org</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday-Friday (9:00 am - 5:00 pm); open till 8 pm Thursdays</td>
</tr>
<tr>
<td>Email</td>
<td>contact available on web site</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Unfortunately no new HCV applications for assistance are currently being accepted due to length of wait list and Federal cuts. Other program eligibility varies from low to moderate income qualifications and vary by program.</td>
</tr>
</tbody>
</table>
**Program Name**  Buffalo Municipal Housing Authority (BMHA)

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Public housing for low-income families.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Section 8 (HCV)</strong></td>
<td>Services include rental assistance, high quality safe and desirable housing for lower income families and individuals, Community Resource Centers - computers and internet access, self directed job training and employment assistance, Resident Services - self sufficiency programs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>245 Elmwood Avenue Buffalo, NY 14222</th>
<th>Section 8: 476 Louisiana St., Buffalo, NY 1420</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 855-6774 (Housing Assistance)</td>
<td>Section 8: 716-845-5364</td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://www.bmhhousing.com/">https://www.bmhhousing.com/</a></td>
<td></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday-Friday 9:00 am - 5:00 pm</td>
<td></td>
</tr>
<tr>
<td>Contact</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

**Section 8 (HCV)** No longer accepting applications at this time.

---

**Program Name**  Rental Assistance Corporation of Buffalo

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Section 8 (HCV) 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 Sufficiency (FSS) Program, Homeownership Program.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>470 Franklin Street Buffalo, NY 14202</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 882-0063</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.racbny.org">www.racbny.org</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday-Friday 8:00 am - 5:00 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Email through website</td>
</tr>
</tbody>
</table>

**Eligibility**  Currently no Section 8 applications for assistance are being accepted due to length of wait list and Federal cuts. Other program eligibility varies from low to moderate income qualifications and vary by program.
II. Rental Assistance

B. Emergency & Temporary Housing

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 Western New York (WNY) 2-1-1.

Call: 211 or 1-888-696-9211  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, 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.

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

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

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 first floor of 478 Main Street, Buffalo.

Emergency Housing Service - 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. 24 hour addiction hotline: (716) 831-7007

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

Provides transitional housing and supportive services for homeless single parents and their children. Maximum family size, at time of admission, is one adult parent and three children or a pregnant woman in her third trimester.
II. Rental Assistance

B. Emergency & Temporary Housing (continued)

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

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 and resources as well as showers, laundry and light meals served.

HOPE Center - Matt Urban Home Center (716) 893-7222 x310  www.urbanctr.org

Comprehensive services and/or programs, including job assistance, for individuals or families who are homeless, or at risk of becoming homeless.

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. Residents are connected with supportive services and their educational needs will be met.

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

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

Transitional Housing for Women, YWCA of WNY (716) 852-6120 x 104  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.
## II. Rental Assistance

### C. Code Blue Shelters

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Phone Number</th>
<th>Address</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Lukes</td>
<td>(716) 892-4049</td>
<td>325 Walden Ave Buffalo NY 14211</td>
<td>Open when blue light is on</td>
</tr>
<tr>
<td>Harbor House</td>
<td>888-696-9211</td>
<td>41 Genesee St Buffalo NY 14204</td>
<td>Open when temperature is below 32˚F</td>
</tr>
<tr>
<td>HOPE Center</td>
<td></td>
<td>385 Paderewski Dr Buffalo NY 14212</td>
<td>Open when temperature is below 32˚F</td>
</tr>
<tr>
<td>Autumnwood Senior Center</td>
<td>(716) 826-7895</td>
<td>1800 Clinton St Buffalo NY 14206</td>
<td>Open when temperature is below 15˚F</td>
</tr>
<tr>
<td>South Wales Community Center</td>
<td>(716) 240-2220</td>
<td>6381 Olean Rd South Wales NY 14139</td>
<td>Open when temperature is below 32˚F</td>
</tr>
<tr>
<td>Friends to Elderly Inc.</td>
<td>(716) 882-0602</td>
<td>118 E Utica St Buffalo NY 14209</td>
<td></td>
</tr>
<tr>
<td>Richmond—Summer Senior Center</td>
<td>(716) 885-3290</td>
<td>337 Summer St Buffalo NY 14222</td>
<td>Open when temperature is below 15˚F</td>
</tr>
<tr>
<td>Schiller Park Senior Citizen Center</td>
<td>(716) 895-2727</td>
<td>2057 Genesee St Buffalo NY 14211</td>
<td>Open when temperature is below 15˚F</td>
</tr>
<tr>
<td>West Side Community Services</td>
<td>(716) 884-6616</td>
<td>161 Vermont St Buffalo NY 14213</td>
<td>Open when temperature is below 15˚F</td>
</tr>
<tr>
<td>William-Emslie Family YMCA</td>
<td>(716) 845-5440</td>
<td>585 William St Buffalo NY 14206</td>
<td>Open when temperature is below 15˚F</td>
</tr>
<tr>
<td>Delavan Grider Community Center</td>
<td>(716) 896-7021</td>
<td>877 E Delavan Ave Buffalo NY 14215</td>
<td></td>
</tr>
</tbody>
</table>
III. Programs for Homeowners (renovation, repair, financial service)

A. City of Buffalo Neighborhood Housing Service Agencies - Owner Occupied Housing Assistance Program

This program provides assistance in the form of low interest loan to all applicants. Loan repayment terms are based upon individual eligibility and are NOT grant funds.

Eligible rehabilitation activities include:
- break in main water line
- break in main sewer line
- hazard in main electrical panel
- inoperable heating system
- test & repair of gas line
- hazardous chimney
- water meter installation
- defective hot water heater
- and a limited number of deteriorated roof conditions for the elderly

Eligibility and restrictions apply.

NEIGHBORHOOD HOUSING SERVICE AGENCIES

The City of Buffalo works closely with Neighborhood Housing Service Agencies who administer the City of Buffalo Owner Occupied Housing Assistance Program. Contact information for each of these agencies is included on the following pages. To access a larger version of this map visit the City of Buffalo web site: www.ci.buffalo.ny.us/home/leadership/commoncouncil.

NOTE: In addition to administering Owner Occupied Housing Assistance program, each Neighborhood Housing Service Agency may offer additional programs that can provide additional assist homeowners including: weatherization, minor home repair, home safety repairs. Contact the Agency located within your Council District for more information.
**Program Name**  Lt. Col. Matt Urban Human Services Center of W.N.Y.  
**FILLMORE DISTRICT/LOVEJOY DISTRICT**

**Services Provided**

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**  Marlies Wesolowski, Executive Director   **Email**  info@urbanctr.org  
**Eligibility**  Varies depending on service. Contact for more information on program availability and eligibility requirements.

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

**Services Provided**

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 14201  
**Phone**  (716) 856-8613 X 102   **FAX**  (716) 856-8273  
**Website**  www.old1stward.org  
**Hours**  Monday-Friday 8:00 am - 9:00 pm  
**Contact**  Alissa Schmindle   **Email**  aschmindle@old1stward.org  
**Eligibility**  Contact for more information on program availability and eligibility requirements.

**Length of Program(s)**  Ongoing & vary. Calendar of events on website.
### Heart of the City Neighborhoods Inc.

**NIAGARA & ELLICOTT DISTRICTS**

**Program Name**
Heart of the City Neighborhoods Inc.

**Services Provided**
Homeowner Housing Rehab Loan Program, 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, Weatherization.

**Address**
191 North Street, Suite 1, Buffalo, NY 14201

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

**Website**
www.hocn.org

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

**Contact**
Jennifer Carman  **Email** j.carman@hocn.org

**Eligibility**
Serving zip codes 14201 and 14202.

Contact for more information on program availability and eligibility requirements.

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### Fillmore Leroy Area Residents Inc. (FLARE)

**MASTEN DISTRICT**

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

**Services Provided**
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, 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**
Anthony Williams, Executive Director  **Email** info@flarecenter.org

Contact for more information on program availability and eligibility requirements.
<table>
<thead>
<tr>
<th>Program Name</th>
<th>Black Rock-Riverside Neighborhood Housing Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CITY-WIDE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeowner Assistance, Home Improvement Lending, Construction Monitoring, City of Buffalo Repair Programs, Post-Purchase Workshops</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>1943 Niagara St. Buffalo, NY 14213</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 877-3910</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 877-3912</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.wsnhs.org">www.wsnhs.org</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Tuesday-Friday 8:00 am - 6:00 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Ed Jackson, Executive Director</td>
</tr>
<tr>
<td></td>
<td>Bill Buzak, Construction Monitoring</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:ejackson@wsnsh.org">ejackson@wsnsh.org</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:bbuzak@brrnhs.org">bbuzak@brrnhs.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Varies by program. Contact for more information on program availability requirements.</td>
</tr>
</tbody>
</table>
**Program Name**  
Kensington-Bailey Neighborhood Housing Association  
**UNIVERSITY DISTRICT**

**Services Provided**
Homeowner Assistance, Home Improvement Loans, Emergency Repair Loan Program, Weatherization, Homebuyer Education, Homebuyer Assistance, Down Payment & Closing Cost Assistance, University of Buffalo Home Ownership Program, Rental Housing.

**Address**  
995 Kensington Ave., Buffalo, NY 14215

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

**Website**  
www.udcda.org

**Hours**  
Monday–Friday 10:00 am–4:00 pm

**Contact**  
Gloria Bryant, Housing Administrative Assistant  
**Email**  
g.bryant@udcda.org

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

---

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

**Services Provided**
EDCD is a private, non-profit, community development corporation working in the Ellicott District neighborhoods on Buffalo’s Eastside. EDCD has evolved to focus on broader neighborhood issues including housing related issues and housing development. Services provided include: emergency assistance, weatherization, down payment assistance and rehabilitation program.

**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  
**Winter hours**  
Monday-Friday 8:30am-4:00pm

**Contact**  
Irma Brown, Director  
**Email**  
ellicottcd644@aol.com

**Eligibility**  
Varies depending on program. Contact for more information on available programs and eligibility requirements.
### Program Name: HOMEFRONT, Inc.

**Services Provided**

Goal is to strengthen neighborhoods, increase homeownership in the City of Buffalo and to increase awareness and knowledge of the home buying process. Services include pre-purchase counseling, home maintenance and financial management for homeowners, pre-purchase homebuyer education workshops, non-delinquency post-purchase workshops and landlord training.

<table>
<thead>
<tr>
<th>Address</th>
<th>780 Fillmore Ave. Buffalo, NY 14212</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 856-2952 FAX (716) 856-4639</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.780fillmore.org/homefront">www.780fillmore.org/homefront</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday-Friday 9:00 am - 5:00 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Email Contact form on website</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Contact for more information on program availability and eligibility requirements.</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Address</th>
<th>780 Fillmore Ave. Buffalo, NY 14212</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 856-2952 FAX (716) 856-4639</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.780fillmore.org/bfnhs">www.780fillmore.org/bfnhs</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday-Friday 9:00 am - 5:00 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Email Contact form on website</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Contact for more information on program availability and eligibility requirements.</td>
</tr>
</tbody>
</table>
Program Name  HUD 202 loans

Services Provided
Provides capital advances to finance construction, rehabilitation, or acquisition with or without rehabilitation of structures that will serve as supportive housing for very low income elderly persons including the frail elderly, and provides rent subsidies for the projects to help make them affordable.

Address  465 Main St. 2nd floor, Buffalo NY 14203
Phone  (716) 551-5755  FAX (716) 551-5752
Website  www.hud.gov
Hours  Monday-Friday 8:00am-4:30pm
Contact  Email

Eligibility  Very low income household comprised of at least one person who is at least 62 years of age.
III. Programs for Homeowners (renovation, repair, financial service)

B. Erie County - Erie County Community Development Block Grant and HOME Investment Partnership Consortiums.

Federally funded programs which assist homeowners on housing related repairs and renovations are specific to each municipality within Erie County. The Erie County Department of Environment and Planning - Division of Planning administers the Erie County Community Development Block Grant (CDBG) and HOME Investment Partnership Consortiums. These comprise thirty-four and thirty-seven 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

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

B. Erie County - Erie County Community Development Block Grant and HOME Investment Partnership Consortiums (cont.)

Fair Housing Program - utilizes Housing Opportunities Made Equal (HOME), which assists housing discrimination victims, fair housing counseling and referrals, as well as mobility assistance. Housing Opportunities Made Equal (HOME) also conducts fair housing training workshops for landlords and local fair housing officers. Further information can be obtained by contacting HOME at (716) 854-1400.

The Erie County Fair Housing Program also utilizes Belmont Housing Resources for WNY, a comprehensive HUD Approved Housing Counseling Agency. Belmont counsels individuals and group audiences on a diverse quantity and complexity of services including: financial education; pre-purchase; rental; post occupancy, which includes foreclosure/default counseling, HECM (reverse mortgages), home maintenance and financial management; fair housing, which includes tenant/landlord rights, assistance in completing complaint forms and referrals to fair housing and legal agencies; along with providing Section 8 Housing Choice Vouchers and home buyer Clubs. Further information can be obtained by contacting Belmont at (716) 884-7791.

C. Erie County - other municipalities & organizations

Municipalities that administers Community Development Block Grant and HOME Investment Partnership outside of the Erie County consortium included:

- Town of Tonawanda / Village of Kenmore
- Town of Cheektowaga
- Town of Amherst
- Town of Hamburg
### 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.

<table>
<thead>
<tr>
<th>Address</th>
<th>5583 Main St. Williamsville, NY 14221</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 631-7082</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 631-7153</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.amherst.ny.us">www.amherst.ny.us</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday-Friday 9:00 am - 5:00 pm</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jhartz@tonawanda.ny.us">jhartz@tonawanda.ny.us</a></td>
</tr>
</tbody>
</table>

**Eligibility**

The Town of Amherst has approximately a one year waiting list for the Housing Rehabilitation Program. Please call 716-631-7082 to have your name added to the waiting list. Programs are principally for persons of low to moderate income.

---

### 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.

<table>
<thead>
<tr>
<th>Address</th>
<th>169 Sheridan Parkside Dr. Tonawanda, NY 14150</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 871-8847</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 871-8857</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.tonawanda.ny.us">www.tonawanda.ny.us</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday-Friday 7:30 am - 3:30 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>James Hartz, Planning and Development Director</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jhartz@tonawanda.ny.us">jhartz@tonawanda.ny.us</a></td>
</tr>
</tbody>
</table>

**Eligibility**

Contact for more information on available programs 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, and the NYS/LISC Zombie Grant:  
First-Time Home Buyer Grants, Housing Renovation Loans, Housing Renovation Grants for eligible seniors, Mobile Home Loans, Foreclosure/Property Assistance & Homelessness Prevention plus extensive Fair Housing programs and counseling as well as Budget, Credit, Debt, and Foreclosure counseling.

| **Address** | 6122 South Park Ave. Hamburg, NY 14075 |
| **Phone** | (716) 648-6216 |
| **Website** | http://www.townofhamburgny.com/community-development |
| **Hours** | Monday-Friday 9:00 am - 5:00 pm |
| **Contact** | Christopher Hull, Director Email chull@townofhamburgny.com |
| **Eligibility** | Programs are principally available for persons of low to moderate income. Visit the website for information on eligibility requirements for each program. |
Community Action Organization of WNY

Housing & Development

Program Name: Community Action Organization of WNY

Services Provided
The CAO New Ventures Housing Program provides housing assistance to low income families and individuals facing foreclosure and eviction as well as home repair funding for homeowners. Additional programs include homelessness prevention.

Address: 564 Dodge Street, Blgd # 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: Robin Young, Housing Director Email: ryoung@caowny.org
Eligibility: Varies by program. Contact the office for eligibility requirements. Funding limited for housing assistance. Contact Central Referral, Department of Social Services, or agency website and Facebook page for updates.
IV. Lead Poisoning Prevention & Healthy Homes Programs

A. Lead Poisoning Prevention

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 under the age of six 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.

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**  Erie County Childhood Lead Poisoning Program  
**Erie County Department of Health**

<table>
<thead>
<tr>
<th>Services Provided</th>
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</thead>
<tbody>
<tr>
<td>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 for lead exposure, as well as preventing lead poisoned children from further exposure.</td>
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<tr>
<th>Address</th>
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<tbody>
<tr>
<td>503 Kensington Ave. Buffalo, NY 14214</td>
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<tr>
<th>Phone</th>
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<tbody>
<tr>
<td>(716) 961-6800</td>
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<table>
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<tr>
<th>FAX</th>
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<tbody>
<tr>
<td>(716) 961-6880</td>
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<table>
<thead>
<tr>
<th>Website</th>
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<tbody>
<tr>
<td><a href="http://www.erie.gov/health">www.erie.gov/health</a></td>
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<tr>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday - Friday 8:30 am - 4:30 pm</td>
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<table>
<thead>
<tr>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebecca Henry</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:rebecca.henry@erie.gov">rebecca.henry@erie.gov</a></td>
</tr>
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<tr>
<th>Eligibility</th>
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<tbody>
<tr>
<td>The program conducts investigations of children under the age of 18 that have tested positive for an elevated blood lead level.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Services Provided</th>
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</thead>
<tbody>
<tr>
<td>Lead Primary performs no cost lead based paint exterior and interior assessments, provides lead education, and other interventions. Any 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.</td>
</tr>
</tbody>
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<tr>
<th>Address</th>
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<tbody>
<tr>
<td>503 Kensington Ave. Buffalo, NY 14214</td>
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<tr>
<td>(716) 961-6800</td>
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<th>FAX</th>
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<tbody>
<tr>
<td>(716) 961-6880</td>
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<table>
<thead>
<tr>
<th>Website</th>
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<tbody>
<tr>
<td><a href="http://www.erie.gov/health">www.erie.gov/health</a></td>
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<td>Monday - Friday (8:30 am - 4:30 pm)</td>
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<table>
<thead>
<tr>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greg Jacobs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email</th>
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<tbody>
<tr>
<td><a href="mailto:lead.primary@erie.gov">lead.primary@erie.gov</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available to residents in Erie County and the City of Buffalo living in pre 1978 housing. Priority given to homes with children under the age of six residing or visiting more than 6 hours a week, and homes located in zip codes 14201, 14207, 14208, 14209, 14210, 14211, 14212, 14213, 14215.</td>
</tr>
</tbody>
</table>
Erie County Lead Hazard Control Program (LHC)

Erie County Department of Health

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.

Available to low income property owners, qualifying families and home-based daycares. Small financial contribution from homeowner may apply. For more information on eligibility visit the web site or contact by phone.

Program Name: Erie County Lead Hazard Control Program (LHC)
Program 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: Jeremy Huber
Email: leadsafe@erie.gov

Program Name: Lead Paint Remediation Grant Program
Program Address: 95 Franklin Street, 10th floor, Buffalo NY 14202
Phone: (716) 858-8390
FAX: (716) 858-7248
Website: www2.eerie.gov
Hours: Monday - Friday 8:30 am - 4:30 pm
Contact: Matthew Fisher
Email: Matthew.Fisher@erie.gov

Eligibility: Property must be own occupied, with at least one child under the age of 6 residing in the home. House must have been built prior to 1978. Must meet income requirements and live within eligible areas. More information can be found on website.
### Lead Poisoning Prevention Resource Center of Western New York

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

**Services Provided**

Helps individuals find resources 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/care-treatment/  
**Hours**: Monday - Friday 8:30 am - 4:30 pm  
**Contact**: Email

**Eligibility**: Children and pregnant women residing in all eight Western New York Counties.

### WNY Coalition to Prevent Lead Poisoning/ Wipe Out Lead

**Program Name**: WNY Coalition to Prevent Lead Poisoning/ Wipe Out Lead

**Community Foundation for Greater Buffalo**

**Services Provided**

This coalition of community based organizations, government agencies, nonprofit and for profit businesses collaborates to provide educational resources and information to the public pertaining to lead poisoning prevention. Meetings are held on a quarterly bases and is open to the public.

**Address**: 726 Exchange St. Suite 525 Buffalo, NY 14210  
**Phone**: (716) 852-2857 x242  
**FAX**: (716) 852-2861  
**Website**: www.wipeoutlead.com  
**Hours**: Monday - Friday 8:00 am - 5:00 pm  
**Contact**: Katie Pieri  
**Email**: katiep@cfgb.org

**Eligibility**: Any individual, group, organization or agency interested in becoming involved should contact 716-852-2857 ext: 242
B. 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 pages.
### Program Name: Healthy Neighborhoods Program

**Erie County Department of Health**

**Services Provided**

A neighborhood based program, Health Department staff provide no cost 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.

<table>
<thead>
<tr>
<th>Address</th>
<th>503 Kensington Ave. Buffalo, NY 14214</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 961-6800</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 961-6880</td>
</tr>
<tr>
<td>Website</td>
<td>www2.erie.gov/health</td>
</tr>
<tr>
<td>Hours</td>
<td>Monday - Friday 8:30 am - 4:30 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Scott Lauck, Program Manager</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:scott.lauck@erie.gov">scott.lauck@erie.gov</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>City of Buffalo residents residing in zip codes: 14201, 14202, 14206, 14207, 14208, 14209, 14210, 14211, 14212, 14213, 14215, 14218</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Address</th>
<th>726 Exchange St. Buffalo, NY 14210</th>
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</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 852-2857 x242</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 961-6880</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.cfgb.org/leadership/green-and-healthy-homes-initiative">www.cfgb.org/leadership/green-and-healthy-homes-initiative</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday - Friday 8:00 am - 5:00 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Katie Pieri</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:katiep@cfgb.org">katiep@cfgb.org</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>Varies. Contact staff for more information.</td>
</tr>
</tbody>
</table>
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.

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 WNY2-1-1.

Phone: 211 or (888) 696-9211    website: www.211wny.org
# WAP (Weatherization Assistance Program)

**NHS of South Buffalo, Inc.**

<table>
<thead>
<tr>
<th>Services Provided</th>
<th></th>
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<tbody>
<tr>
<td>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 &amp; refrigerators; etc.</td>
<td></td>
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<table>
<thead>
<tr>
<th>Address</th>
<th>95 Dorothy St. Buffalo, NY 14206</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 837-0071</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 837-0244</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.nhssouthbuffalo.org">www.nhssouthbuffalo.org</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday - Friday 8:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Email <a href="mailto:info@nhssouthbuffalo.org">info@nhssouthbuffalo.org</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>Applicants must meet income requirements, and the building must lie within our service area (see map on page 26). Tenants who meet the income requirements may apply, though the landlord may be required to pay up to a quarter of the costs.</td>
</tr>
</tbody>
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**WAP (Weatherization Assistance Program)**

**Lt. Col. Matt Urban Human Services Center of WNY**

<table>
<thead>
<tr>
<th>Services Provided</th>
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<tbody>
<tr>
<td>Service area: the East Side of Buffalo (see map on pg. 26 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 &amp; refrigerators.</td>
<td></td>
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<table>
<thead>
<tr>
<th>Address</th>
<th>1081 Broadway St. Buffalo, NY 14212</th>
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<tbody>
<tr>
<td>Phone</td>
<td>(716) 893-7222 X 218</td>
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<tr>
<td>FAX</td>
<td>(716) 893-7242</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.urbanctr.org/housing-services/weatherization">www.urbanctr.org/housing-services/weatherization</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday - Friday 8:30 am - 4:30 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Email <a href="mailto:jparylo@urbanctr.org">jparylo@urbanctr.org</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>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.</td>
</tr>
</tbody>
</table>
### WAP (Weatherization Assistance Program)
Supportive Services, Inc.

**Services Provided**

**Service Area:** Erie County outside of City of Buffalo. Services provided include: attic and wall insulation, caulking of windows and doors, weather stripping of windows and doors, clean and tuning of furnaces.

<table>
<thead>
<tr>
<th>Address</th>
<th>201 St. Mary’s St.  Lancaster, NY 14086</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 685-6252</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 685-2601</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.supportiveservices.org/weather.html">www.supportiveservices.org/weather.html</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday - Friday 8:00 am - 4:00 pm</td>
</tr>
<tr>
<td>Contact</td>
<td>Email <a href="mailto:weatherization@supportiveservices.org">weatherization@supportiveservices.org</a></td>
</tr>
<tr>
<td>Eligibility</td>
<td>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.</td>
</tr>
</tbody>
</table>

### 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: free energy assessments, installation services, low-cost financing, solar, and, most importantly, workforce opportunities.

<table>
<thead>
<tr>
<th>Address</th>
<th>456 Massachusetts Ave. buffalo, NY 14213</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(716) 886-1780</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 881-0191</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.pushgreenwny.org">http://www.pushgreenwny.org</a></td>
</tr>
<tr>
<td>Hours</td>
<td>Monday - Friday 9:00 am - 5:00 pm</td>
</tr>
</tbody>
</table>
| Contact       | Weatherization - Lou DeJesus ext. 105 Email lou@pushbuffalo.org  
Solar - Gabriel Recchio Email Gabriel@pushbuffalo.org |
| Eligibility   | Erie County wide. Contact an Energy Advocate for more information about eligibility requirements. |
EmPower New York provides no-cost energy efficiency solutions to income-eligible New Yorkers, funded through the New York State Energy Research and Development Authority (NYSERDA). Services may include: installation of high efficiency lighting, insulation and air sealing, replacement of old, inefficient appliances, and tips on how to save energy.

Address: 2 Wall Street, Albany, NY 12205
Phone: 1-877-NYSMART
Website: www.nyserda.ny.gov/empower
Hours: Monday - Friday 8:00am-5:00pm
Email: info.residential@nyserda.ny.gov

Services Provided

EmPower New York is federally funded assistance with home heating costs and energy conservation for eligible households. Program components include benefit assistance for heat and electricity, furnace repair or replacement, weatherization referral, and cooling assistance (in summer months-based on medical necessity).

Address: 478 Main Street, 1st Floor Buffalo, NY 14202 (TA, SNAP, below 60 yrs, or non disabled)
291 Pearl Street, Buffalo NY 14202 (60 yrs and older, or below 60 yrs and disabled)

Phone: (716) 858-7644
Website: www.erie.gov/depts/socialservices/heap.asp

Eligibility: Seasonal: Program opens in November and closes when funds are exhausted, usually April or May. Complete program guidelines and eligibility requirements can be found by calling the HEAP hotline or visiting the web site.
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, Project SHARE Heating Fund, Billing Options (online billing, credit card, electronic funds transfer, etc.), Budget Billing, Third-Party Notification, Tips on Using Energy Wisely.

Address  
Multiple locations

Phone  
1-800-600-2275

Website  
http://www.nyseg.com/YourAccount/payyourbill/serviceandassistance

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 LICAAP - National Fuel's Low Income Customer Affordability Assistance Program. 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/forhome/NY/PaymentAssistance.aspx

Hours  
Vary for each agency.

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

Electric service payment assistance, heating fuel payment assistance, gas service payment assistance, holiday gifts/toys, food vouchers, food stamps/SNAP, prescription expense assistance, case/care management, benefits screening.

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>525 Washington St Buffalo NY 14203</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>(716) 856-4494</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.ccwny.org">http://www.ccwny.org</a></td>
</tr>
<tr>
<td><strong>Hours</strong></td>
<td>Monday-Friday 8:45am-4:15pm</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Renee Siepierski, Supervisor</td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Varies by program. Must be a resident of Erie County</td>
</tr>
</tbody>
</table>

Summer hours: Monday-Friday 8:45am-4:00pm
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](http://www.211wny.org)

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<table>
<thead>
<tr>
<th>Program Name</th>
<th>Catholic Charities of Western New York Immigrant and Refugee Assistance Program</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services Provided</strong></td>
<td>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, and English. Contact the program for more information.</td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>20 Herkimer St. Buffalo, NY 14213</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>(716) 842-0270</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
<td>(716) 852-0509</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="https://www.ccwny.org/services/immigration-refugee-assistance">https://www.ccwny.org/services/immigration-refugee-assistance</a></td>
</tr>
<tr>
<td><strong>Hours</strong></td>
<td>Monday - Friday 8:30 am - 4:30 pm</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Email <a href="mailto:info@legalaidbuffalo.org">info@legalaidbuffalo.org</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Residents of Erie County and surrounding counties. Eligibility determined by income level relative to size of family.</td>
</tr>
</tbody>
</table>
Program Name  Neighborhood Legal Services, Inc.

Services Provided

Neighborhood Legal Services, Inc. (NLS), is a private, non-profit agency, founded in 1976. NLS can help you with public benefits, disability law, housing, family law, and additional services such as the domestic violence project, assistance technology, and advocacy projects.

Address  237 Main Street, 4th Floor Buffalo, NY 14203
Phone  (716) 847-0650  FAX (716) 847-0227
Website  www.nls.org
Hours  Monday-Friday 9:00am-5:00pm  Monday-Thursday 9:00am-5:00pm (housing cases)
Contact  Email  (use website)
Eligibility  Services are provided FREE to financially eligible persons who reside in Erie County. In some matters clients are required to pay court costs. These guidelines may vary in regard to disability, housing discrimination and domestic violence cases.

Program Name  Legal Aid Bureau of Buffalo, Inc.

Services Provided

The Legal Aid Bureau of Buffalo, Inc., is a charitable not-for-profit corporation founded in 1912 by community leaders to provide legal representation and advice to the poor of our community. The Bureau offers both civil representation and criminal defense services to residents of Erie County who cannot afford a private attorney.

Address  290 Main St. Buffalo, NY 14202
Phone  (716) 853-9555  FAX (716) 853-3219
Website  www.legalaidbuffalo.org
Hours  Monday - Thursday 9:00am - 5:00pm (housing cases)
Contact  Email  info@legalaidbuffalo.org
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**
We provide free civil legal services to seniors, people with disabilities and low income populations. Our goal is to protect the essentials of life, such as housing, income, access to health care and protection from abuse. Services are health care advocacy, elder abuse prevention, housing and consumer protection.

**Address**  438 Main St. Suite 1200 Buffalo, NY 14202
**Phone**  (716)853-3087  
**FAX**  (716)856-5317
**Website**  www.elderjusticeny.org
**Hours**  Monday - Friday 9:00 am - 5:00 pm
**Contact**  Email info@elderjusticeny.org

**Eligibility**  Free civil legal services, primarily to individuals age sixty and over as defined by the federal Older Americans Act, but also to younger disabled and low-income individuals, as funding permits.

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

**Services Provided**
HOME is a civil rights organization whose mission is to promote the value of diversity and to ensure all people are an equal to live in the housing and community of their choice - through education, advocacy, the enforcement of fair housing laws and the creation of housing opportunities. FREE and confidential counseling on fair housing law and landlord/tenant law, counseling for discrimination complaints.

**Address**  1542 Main St. Buffalo, NY 14209
**Phone**  (716)854-1400  
**FAX**  (716)854-1140
**Website**  www.homeny.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.
**Program Name**  
Buffalo Civil Legal Advice & Resource Office  
(CLARO)

<table>
<thead>
<tr>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assists and advises debtors in representing themselves in court and filing all the necessary court paperwork related to debt. Program can help people who may have: Collections issues, wage garnishments, frozen bank accounts, debt court cases or judgments related to credit card debts, medical debts, student loans, car loans, utilities collections, lines of credit, charge accounts, and foreclosures.</td>
</tr>
</tbody>
</table>

**Address**  
45 Jewett Avenue, Suite 250  
Buffalo, NY 14214  
(BFNC Hope Center)

**Phone**  
(716) 828-8432  
FAX

**Website**  
www.clarobuffalo.org

**Hours**  
Tuesdays 5:00pm - 7:00pm

**Contact**  
Stephen Cho  
(716) 855-0203 x119  
Email scho@wnylc.com

**Eligibility**  
Open to all, free, service area Erie County, walk-in service, no appointments necessary; bring ALL pertinent documentation concerning your case (court documents, collections letters, credit reports, legal papers pertaining to debt).

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**Program Name**  
Volunteer Lawyers Project Inc. (VLP)  
Erie County Bar Association

<table>
<thead>
<tr>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides free civil legal services to low income households in WNY. VLP provides services by utilizing both its staff and volunteers to represent clients. Assistance with bankruptcy (Chapter 7), divorce, estate, family law, immigration, not-for-profit organizations, representation for HIV positive individuals, tax, tax foreclosure defense, tort defense, unemployment insurance benefits. No criminal cases.</td>
</tr>
</tbody>
</table>

**Address**  
438 Main Street, 7th Floor  
Buffalo, NY 14202

**Phone**  
(716) 847-0662  
FAX (716) 847-0307

**Website**  
www.ecbavlp.com

**Hours**  
Call for an appointment

**Contact**

**Eligibility**  
Free services. The office has no walk in services, please call for an appointment.
# Program Name
Say YES-Legal Clinics

## Services Provided
Legal advice about bankruptcy, child custody, child support, divorce, eviction, foreclosure, government benefits, housing, immigration, income tax, and other legal matters. No advice for criminal matters.

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>712 Main St. Buffalo NY 14202</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>(716) 828-8491</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td>Sayyesbuffalo.org/supports/legalclinics</td>
</tr>
<tr>
<td><strong>Hours</strong></td>
<td>Varies-check website</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Margarita Rivera-Rusch</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:mrusch@ecbvlp.com">mrusch@ecbvlp.com</a></td>
</tr>
</tbody>
</table>

## Eligibility
Students, parents, and community members living in the Buffalo Public School District. No advice for criminal matters. Location for clinics vary-check website.
IX. OTHER SUPPORT SERVICES

City of Buffalo 311 Call and Resolution Center  Call 311 or (716) 851-4890

www.buffalony.gov/463/311-call-resolution-center

The City of Buffalo 311 Call and Resolution Center provides citizens with fast, centralized access to city services. Register complaints, get information, and access non-emergency police services. When appropriate, a Reference Number will be assigned to your request so that you can track its progress. During periods when the Center is closed, you can leave a voice-mail message. Or even better go online from the web page anytime! Download the 311 App at the Google Play app store or iTunes. NOTE: A report or request can be sent anonymously. However, if you choose this option, you will not be able to track the progress online. For this follow-up information, you can contact the Call Center by phone. Your anonymity will always be respected.

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

The BURA’s 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. The agency also offers continued support of the rejuvenation of inner-city neighborhoods through restoration efforts, educational programming, and safety agendas. It works towards keeping area neighborhoods drug and crime free through the use of Clean Sweeps; sweeps also to contain greater interdepartmental involvement.

City of Buffalo Department of Assessment and Taxation Exemption Office

(716) 851-5733     www.ci.buffalo.ny.us

Visit the website for a complete listing of services.

Erie County Office For People with Disabilities  (716) 858-6215      www.erie.gov/ecod

The Erie County Office For The Disabled was created to ensure that Erie County’s citizens with disabilities would have a direct voice in County government; to make available to such citizens an advocate who could work within the county structure to develop and enhance services; and to oversee facilities and programs by the County.