

Tenant Resource Guide (edited last 6.10.2022)

RENTAL ASSISTANCE

- Call 211 to apply for Stand Up Buffalo program that can assist with rental arrears. (Full 211 number-- 888-696-9211). Be sure to also ask specifically about programs available to help you with the housing issues you are facing!
- Catholic Charities may have ongoing program to assist folks with rental assistance, call to ask: 716-856-4494
- Belmont Housing 716-884-7791 or HOME, inc. 716-854-1400, may be able to provide you with updated information about what rental assistance programs are available.

TENANTS RIGHTS:

- **Tenant Help Website: this is a website that has information for tenants from legal services providers:** <https://tenanthelpny.org/>
- **New York State Attorneys General Tenants Rights Guide-**
<https://www.pushbuffalo.org/wp-content/uploads/2019/06/Tenants%E2%80%99-Rights-Guide.pdf>

HOMELESSNESS RESOURCES

Erie County is a "Right to Shelter" County, which means if you are experiencing homelessness, shelter options are available to you.

If you are homeless, and in need of shelter, please go downtown to 158 Pearl St. to the Department of Social Service for assistance.

If it is after 4pm or a weekend, please call 211 to be assisted.

There are a few different shelters that folks could be placed in. Unfortunately, you won't know which shelter until you talk to someone at Social Services.

Although going through shelter can be very difficult, once you are there you will be screened to see if you are eligible for many more resources and programs.

SHELTER CONTACTS

- Buffalo City Mission (716) 854-8181 at 100 E Tupper St.
- Corner Stone Manor (716) 852-0761 at 150 E North St.
- Haven House is a shelter specifically for individuals experiencing homelessness as a result of domestic violence.

Erie County Crisis services can screen people of all genders for Haven House, the domestic-violence shelter, and they do provide in-person emergency response for severe mental health crises. Please note, **they will arrive onsite with police.**

EMERGENCY and/or CRISIS SERVICES

- Crisis Services 24/7 hotline: 716-834-3131
This resource can be used if you are experiencing domestic violence, a mental health crisis, or another kind of crisis. Please note, if this resource is dispatched, they typically arrive onsite with the police.
- Mental Health Advocates of WNY: 716-886-1242
- Call or text 211 (716-898-211) for help, community resources, or food assistance. Ask what is available for your specific needs!
- 911-- While calling the Buffalo Police is not a safe option for everyone, it is the only agency that is equipped to handle ongoing, violent or potentially-violent events. If you are in immediate danger and you feel comfortable calling BPD, that is an option available to you.
- Here is a link to other community resources that can be used instead of contacting police. (Black Love Resist in the Rust emergency services resources, #copout list. Screenshot at end of doc.)

MEDIATION SERVICES

This resource is best where the tenant and landlord have a working relationship. Mediation requires both parties to consent to the process, so your landlord has to agree to do mediation.

- Tenant/ Landlord Mediation
Center for Resolution and Justice – 716.362.2323

LEGAL SERVICES

We highly recommend contacting legal services if your landlord is threatening eviction or if the landlord is actively harassing and/or intimidating you.

- Neighborhood Legal Services – 716.847.0650
- Center for Elder Law and Justice – 716.853.3087
- Volunteer Lawyers Project – 716.828.8460
- Legal Aid Bureau – 716.853.9555
- WNY Law Center – 716.855.0203

REPORTING HOUSING CONDITIONS

You deserve and have a right to safe housing. You also have the right to report bad housing conditions. Please be aware that it is likely the property owner will find out if you make formal complaints about conditions.

- Erie County Health Department (716) 961-6800,
Reporting rats: <https://www3.erie.gov/form/online-service-request-complaint>
Reporting sub-standard housing: <https://www3.erie.gov/form/online-complaint-form-housing>
- City of Buffalo Dept. of Permit and Inspections, 716-851-4972
- City of Buffalo Fair Housing Office, (716) 851-4212

REPORTING DISCRIMINATION IN HOUSING SEARCHES

If a landlord tells you that they will not rent to you because of Section 8, or another rent subsidy, that is likely discrimination of income and not allowed. Additionally, if your landlord tells you they will not take your rental assistance funds, that is also typically not allowed.

- HOME, inc. 716-854-1400, <https://www.homeny.org/report-discrimination>

REPORTING an ILLEGAL EVICTION

- Attorneys General Office,
<https://formsnym.ag.ny.gov/OAGOnlineSubmissionForm/faces/OAGUECHome>

General reporting page, <https://ag.ny.gov/complaint-forms#housing>

Black Love Resist in the Rust #copout list of Emergency Services:

EMERGENCY SERVICES RESOURCE LIST



Alternative emergency resources to call instead of the police



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MENTAL HEALTH EMERGENCY

*Spectrum Health's Crisis and Re-Stabilization Emergency Services (CARES): 716-882-4357

24/7 emergency service for children, youth & caretakers who need direct support in resolving crisis situations in the home or community.

*Erie County Medical Center, Comprehensive Psychiatric Emergency Program (CPEP): 716-898-4673

Open 24/7 to provide support to adults, children, and adolescents in crisis. Mobile Crisis Outreach provides psychiatric crisis treatment in a patient's home.

*Crisis Services 24-Hour Crisis Hotline: 716-834-3131

Available 24-hours a day to assist anyone 18 and older who is experiencing or has experienced a mental health crisis.

The Crisis Services Mobile Outreach will come to you directly if in an emergency, complete a psychiatric evaluation, and arrange for transportation to the hospital if necessary.

*Crisis Services 24-Hour Kids Helpline: 716-834-1144

Available 24-hours a day to assist children, youth & caretakers with immediate and confidential support and problem solving assistance for mental health issues or crises.

#CopOutList

***BE SURE TO REQUEST FOR POLICE
NOT TO BE CALLED UNLESS THERE
ARE IMMINENT SAFETY CONCERNS**

SOCIAL SERVICES

Haven House 24-Hour Hotline (16 years old and up): 716-884-6000

Serves survivors of domestic and intimate partner violence ages 16 and older and their dependent children. Anyone feeling unsafe in a relationship can call or chat using the confidential hotline, operated by trained, compassionate staff available who provide information and support.

Compass House (14-24 years old): 716-886-0935

Support and emergency services for houseless youth. Assistance to secure food, housing, employment, financial support, health & mental health services, and advocacy.

Family Help Center 24-Hour Family Helpline: 716-892-2172

Provides 24/7 assistance to connect to local support services for children and caregivers.

24-Hour Addiction/Substance Use Hotline, Erie County: 716-831-7007

Get immediate help, education, information, referrals and assistance with linking to addiction treatment services.

SafeSpace - BestSelf Behavioral Health (16-24 years old): 716-566-1870

Provides support services for transition age youth who are experiencing homelessness. Offers drop-in counseling services, food, clothing, personal care items, and shower and laundry facilities overnight. Drop-in open Mon.-Fri., 11pm-7am, 430 Niagara St., Buffalo, NY 14201

@blrrbuffalo 716.402.8318

