



Department of  
Homeless Services  
Department of  
Social Services

# DO YOU HAVE CONCERNS ABOUT YOUR SHELTER?

Call the Shelter Hotline at  
**718-557-1399** or call **311**

To report any issues you have with



General repairs and maintenance



Shelter conditions and incidents



Case concerns

NYC'S Shelter Repair Squad will respond to your maintenance request within 24 hours and work to complete repairs as soon as possible. Other concerns will be directed to agency staff for immediate follow-up.



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# 有關於收容所的疑慮？

請撥打收容所熱線  
718-557-1399 或致電 311

## 報告關於下列事項的任何問題



一般維修和維護



收容所狀況與事件



個案疑慮

紐約市收容所維修隊將會在 24 小時內對您的維護要求做出回應，並竭力儘快完成維修。其他疑慮將會轉至機構人員處以作即時跟進。