



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.