



**Homes and
Community Renewal**

**Housing
Trust Fund
Corporation**

CGI

CGI provides Project-Based Section 8 Contract Administration services to the NYS Housing Trust Fund Corporation and is responsible for responding to resident concerns. CGI Call Center has a team of Customer Relation Specialists (CRS) that will receive, investigate and document concerns such as, but not limited to the following:

- Questions or concerns regarding work order follow-up.
- Questions regarding the calculation of your rent.
- Address health & safety and HUD Handbook 4350.3 concerns.

Call Center Purpose

- Call Center aids in ensuring HUDs mission of providing Decent, Safe and Sanitary Housing.
- Serves as a neutral third party to residents, owners and the public.
- Assists with clarifying HUD Occupancy Handbook 4350.3 requirements.

Call Center Contact Information and Business Hours

Hours of Operation: 8:30am to 5:30pm

Contact Numbers: 1-866-641-7901 TTY number: 1-800-662-1220 Fax: 518-218-7800

Written Summaries: 100 Great Oaks Blvd. Suite 120, Albany, NY 12203

Email: NYPBCAContactCenter@cgifederal.com

Website: <http://www.pbcany.com>

Concerns can be submitted by the following:

- Phone
- Fax
- Mail
- Email
- Voicemail
- FOIA- Freedom of Information Act request must be submitted directly to HUD

Required Information to open an inquiry:

- Property name
- Caller's name (anonymous calls accepted)
- Caller's telephone number with area code
- Caller's address including apartment number
- A brief, detailed description of the caller's concern(s)

