

# Tenant Rights

## KNOW YOUR RIGHTS!

### A landlord can refuse to rent to a person based on:

- The tenant's source of income is unstable, insufficient to pay the rent, or the income source is illegal; or
- The tenant has not made rent payments on time; or
- The tenant has been the source of past complaints from neighbors (unless complaints were discriminatory); or
- The tenant intends to occupy the house with more people than can be legally accommodated; or
- For any other reason, so long as that reason is legal in the United States, the State of New York, and does not involve discriminatory practices.

**A landlord cannot discriminate against individuals their race, creed, color, national origin, sex, disability, familial status, marital status, age, sexual orientation, gender identity and expression, military status or source of income.**

Therefore, a landlord cannot:

- Refuse to rent or deny a person housing accommodation based on the above list; or
- Change or limit the person's lease agreement because of the above list; or
- Advertise the apartment or house with certain rules of specifications based on the above list.

In addition, a landlord cannot:

- Try to influence a person to sell/rent any apartment in a particular neighborhood because the neighborhood is made up of people of a particular race, creed, color, national origin, sex, disability, familial status, marital status, age, sexual orientation, gender identity and expression, military status or source of income.
- Refuse to allow for changes in the apartment or house in order to accommodate a person with disabilities.

If you have questions or think you've experienced discrimination pertaining to your housing situation, contact:

Frank Perez, Fair Housing Officer  
City of Buffalo  
65 Niagara Square, 218 City Hall  
Buffalo, New York 14202  
716-851-4212  
fperez@city-buffalo.com

## West Side Housing Partnership:

Black Rock-Riverside  
Neighborhood Housing Services  
877-3910

Buffalo State College

Buffalo Niagara Council District  
851-5125

Habitat for Humanity  
204-0740

Heart of the City Neighborhoods  
882-7661

HomeFront Buffalo  
856-2952

Hispanics United of Buffalo  
856-7110

LISC Buffalo  
(Local Initiatives Support Corporation)  
852-3430

PUSH  
(People United for Sustainable Housing)  
884-0356

West Side  
Neighborhood Housing Services  
885-2344

WEDI  
(Westminister Economic Dev. Initiative)  
803-9241

West Side Ministries  
director@westsideministries.org

City of Buffalo  
Office of Strategic Planning  
851-4769

# RENTAL RESOURCE GUIDE



*A group of neighborhood organizations and stakeholders helping community residents achieve their housing needs, goals, and dreams.*

# Important Resources to Know

## Call and Resolution Center

311 is a toll-free number for non-emergency calls to police and other government officials. It allows residents to register quality of life complaints and concerns. You can register concerns pertaining to animals, forestry/trees, graffiti, sanitation/trash/recycling, housing/inspections, parking, streets, sidewalks, and utilities.

Each service request is assigned a service number and the caller is sent a letter letting them know who will provide the service and an expected date for resolution.

Phone: 3-1-1 -OR- 851-4890

## Police Districts B & D

B-District (South of West Ferry)  
Police Chief Brian K Patterson  
Phone: 851-4403

D-District (North of West Ferry)  
Police Chief Anthony Barba  
Phone: 851-4413

## Trash & Recycling

Bulk trash day for 2011:  
Niagara District: May 15th & August 28th  
Ellicott District: May 22nd & September 11th

## Safety & Health Tips for Your Home

### LEAD

If your home was built before 1978 it probably contains lead paint. Lead is a poison, and children who breathe or ingest lead dust or paint chips can get very sick.

**Call 712-5500** or visit [www.wipeoutlead.com](http://www.wipeoutlead.com) to find out how to get your children tested and how you can make your home lead-safe. Lead poisoning is 100% preventable so you can protect your family:

- Tell your landlord about peeling or chipping paint.
- Clean up paint chips.
- Clean floors, window frames, window sills, and other surfaces weekly with warm water and soap.
- Wash children's hands often, especially before they eat and before nap and bedtime.
- Keep children from chewing on window sills, or anything that is painted.

## US Post Office

465 Grant St  
Buffalo, NY 14213  
Phone: 883-8032

229 West Genesee St  
Buffalo, NY 14202  
Phone: 856-4601

1245 Main St  
Buffalo, NY 14209  
Phone: 883-8708

## Public Libraries

Crane Branch  
633 Elmwood Ave  
Buffalo, NY 14222  
Phone: 883-6651

Niagara Branch Library  
280 Porter Ave  
Buffalo, NY 14201  
Phone: 882-1537

## Erie County Board of Elections

Call or go online to register to vote, find out where to vote, figure out who your elected officials are, or update your voter registration information.

Phone: 858-8891  
Website: [www.erieboe.com](http://www.erieboe.com)

## National Grid & National Fuel

National Grid Emergency: 1-800-867-5222  
National Grid Customer Service: 1-800-642-4272

National Fuel Emergency: 1-800-444-3130  
National Fuel Customer Service: 686-6123

## Legal Aid Bureau of Buffalo, Inc.

A not-for-profit corporation that provides legal representation and advice. The Bureau offers both civil representation and criminal defense services to residents of Erie County who cannot afford a private attorney.

Phone: 853-9555

## Erie County Department of Health

Provides the "Healthy Neighborhoods Program," where Health Inspectors/Educators visit selected neighborhoods "door to door," providing information, products, and a home safety survey. Call the number listed below to ask questions or to ask for a FREE healthy neighborhoods visit.

Phone: 716-961-6800

## Buffalo Common Council

Knowing your who your common council member is can be very helpful when seeking city services or referrals to local organizations.

Ellicott District  
Darius Pridgen  
851-4980

North District  
Joseph Golombek  
851-5116

Niagara District  
David Rivera  
851-5125

## Nonprofit Programs for Tenants

### Housing Opportunities Made Equal (HOME)

HOME works to ensure people have equal opportunity to live in the housing and communities of their choice.

Phone: 854-1400

### Belmont Housing Resources of WNY

Provides tenant counseling, has rental assistance program.

Phone: 884-7791

### Urban League

Provides rental assistance counseling.

Phone: 854-7625

## Poison Emergency

Upstate New York Poison Center  
Phone: 1-800-222-1222

### ASTHMA

Tips for creating healthier homes for asthmatics:

- Don't smoke in your home.
- Take shoes off before entering the house.
- Avoid scented candles or room fresheners.
- Change air conditioning filters regularly.
- Vacuum and dust your home often.
- Avoid feather/down pillows/comforters (use synthetic).
- If possible, remove any carpeting.
- Clean up the clutter in your home - minimize dust.
- Run dehumidifier in basement or other damp spaces.
- Clean visible mold, replace moldy shower curtains - if mold is on ceiling tiles, ask landlord to repair.
- Keep pets clean and out of sleeping/play areas.
- Cockroaches trigger asthma: keep home clean to prevent, use bait traps (not spray) if you have infestation.