

# **IMPORTANT PHONE NUMBERS**

Dear Friends,

Finding help in New York City is not always easy. If you have problem that deals with housing, health care, education, transportation or any other area, you may not know where to turn or whom to contact. We are providing these numbers in an effort to inform you about the 311 system, as well as to provide you with some useful numbers for local, state and federal agencies. Additionally, we have included phone numbers for some important non-profit and advocacy groups.

Please use these numbers if you ever need assistance. As always, you should also feel free and are encouraged to contact the Middle Village Maspeth Civic Association if you require any help or would like to voice your opinions or concerns.

## **311**

311 is New York City's phone number for government information and services. Whether you're a resident, business owner, or a visitor, all the resources of New York City are just a phone call away.

Among the many services available through 311, you can:

- Report housing complaints, including no heat or hot water.
- Find out if alternate side of the street parking is in effect. (You can also check out the MVMCA website).
- Get information on services for the aging.
- Report a loud noise or blocked driveway.
- Learn about programs designed for small businesses.
- Report a pothole or street light that needs to be fixed.
- Obtain local garbage pickup schedule.
- And so much more.

All calls to 311 are answered by a live operator, 24 hours a day, seven days a week, and services are provided in over 170 languages. Dial 311 from within the city or 212.NEW-YORK outside of the five boroughs. TTY service is also available by dialing 212.504.4115

Always remember to write down your complaint or reference number so that you can inquire about the status at later time. In addition, feel free to contact the Middle Village Maspeth Civic Association if you are having trouble getting your problems resolved or questions answered.

311 provides New Yorkers with one easy-to-remember number to access non-emergency city government services.

**\*REMEMBER, FOR EMERGENCIES DIAL 911.**

*The following is a list, by subject area of important numbers that do not fall within the 311 system. The list includes numbers for state and federal agencies and programs, as well as numbers for non-profit and advocacy groups:*

## **HEALTH**

New York State – EPIC Program  
1.800.332.3742  
New York State – Smokers’ Quit Line  
1.866.NY.QUITS  
CDC – National AIDS Hotline  
1.800.342.2437  
CDC – National Immunization Hotline  
1.800.232.2522  
CDC – Traveler’s Health Hotline  
1.877.394.8747  
U.S. Department of Health and Human Services  
1.877.696.6775  
National Medicare Hotline  
1.800.633.4227  
America Heart Association  
1.888.MY.HEART  
American Cancer Society  
1.800.ACS.2345  
American Diabetes Association  
1.800.DIABETES  
Alcoholics Anonymous  
1.212.647.1680  
New York Blood Center  
1.800.933.BLOOD

## **EDUCATION**

New York State Department of Education  
1.718.722.2796  
New York’s College Savings Program  
1.877.NYSAVES  
U.S. Department of Education  
1.800.USA.LEARNS  
The College Board

1.212.713.8000

## **HOUSING**

Eviction Intervention Services  
1.212.308.2210  
Community Training Resource Center  
1.212.964.7200  
NYS Division of Housing  
1.718.739.6400

## **PUBLIC SAFETY**

FBI – New York Field Office  
1.212.384.1000  
U.S. Secret Service  
1.718.722.0712  
Terrorism Hotline  
1.888.NYC.SAFE

## **SOCIAL SERVICES**

Council of Senior Centers and Services of New York City  
1.212.398.6565  
Safe Horizon  
1.212.577.7777  
New York City Alliance Against Sexual Assault  
1.212.523.4344  
New York State Coalition Against Domestic Violence  
1.800.942.6906  
Youthline  
1.800.246.4646

## **CONSULMER**

Con Edison  
1.800.75.CONED  
Better Business Bureau of Metropolitan New York  
1.212.533.6200  
New York State Banking Department  
1.800.522.3330  
New York State Attorney General – Consumer Helpline

1.800.771.7755  
Federal Trade Commission – Identity Theft Hotline  
1.877.ID.THEFT  
Public Service Commission  
1.800.342.3327  
New York State Taxpayer Assistance  
1.800.225.5829  
Internal Revenue Service  
1.800.829.1040  
New York State Insurance Department  
1.800.342.3736  
Social Security Fraud Hotline  
1.800.269.0271  
U.S. Food and Drug Administration  
1.888.INFO.FDA  
Federal Communications Commission  
1.888.CALL.FCC

## **ENVIRONMENT**

New York State Department of Environmental Conservation  
1.718.482.4900  
U.S. Environmental Protection Agency – Region 2  
1.212.637.3000  
Natural Resources Defense Council  
1.212.727.2700  
Sierra Club – New York City Field Office  
1.212.791.3600  
New York League of Conservation Voters  
1.212.361.6350  
Environmental Defense  
1.212.505.2100

## **TRANSPORTATION**

MTA New York Transit  
1.718.330.1234  
New York State Department of Transportation  
1.518.457.6195  
U.S. Department of Transportation  
1.202.366.4000  
Department of Motor Vehicles  
1.212.645.5550

## **IMPORTANT LOCAL NUMBERS**

Department of Transportation  
Air, Noise, Water, Sewer, Industrial Waste Complaints  
311  
Potholes, Sidewalks, Street Lights, Traffic Signal  
Abandoned Car Removal 311  
Animal Rescue 718.649.8600  
Arson Hotline 718.722.3600  
Birth/Death Certificates 212.788.4520

## **EMERGENCY**

Con Edison	1.800.752.6633
Consumer Complaints	1.212.487.4444
Domestic Violence Hotline	1.800.621.4673
Electric	1.718.261.8130
Middle Village Ambulance Corp	1.718.894.6000
Fire, Police Ambulance Emergencies	911
Food Stamps	1.800.342.3009
Gas	1.718.261.8130
Heat and Housing Complaints	311
Human Resources	1.877.472.8411
Human Rights Commission	1.212.306.7500
Illegal Dumping	1.212.219.8090
Marriage License Information	1.212.669.2400
Missing Children	1.800.346.3543
Motor Vehicles	1.718.488.5710
NY Immigration Hotline	1.212.419.3737
Office for People with Disabilities	1.212.788.2830
NYC Division Of Housing and Community Renewal	1.718.739.6400
Parking Meters, Defective	1.718.739.6400
Parking Violations	1.718.894.8334
Parks Complaints	1.800.201.7275
Pest Control	1.212.676.2483
Pot holes/Broken sidewalks	311
Recycling/Sanitation	1.212.219.8090
Runaways Hotline	1.800.621.4000
Sanitation Complaints & Info	1.212.219.8090
Sheriff	1.212.788.8731
Street Activity Permits	1.212.788.7339
Suicide Prevention Hotline	1.212.673.3000
Transit Information	1.718.330.1234
Unemployment Insurance	1.718.523.4055

Water and Energy Conservation Hotline	1.212.643.2201
Youthline (24 Hrs.)	1.800.246.4646

### **EDUCATION**

City University of New York	1.212.794.5555
Region 3 Operation Center	1.718.281.7650
Support Center	1.718.281.7575
Support Center	1.718.557.2600
Region 4 Operation Center	1.718.391.8222
Support Center	1.718.391.8300

### **QUEENS PUBLIC LIBRARIES**

Middle Village	1.718.326.1390
Maspeth	1.718.639.5228
Glendale	1.718.821.4980

### **PUBLIC SAFETY**

104 <sup>TH</sup> Precinct	1.718.386.3004
110 <sup>th</sup> Precinct	1.718.476.9311
112 <sup>th</sup> Precinct	1.718.520.9311
102 <sup>nd</sup> Precinct	1.718.805.3200

### **COMMUNITY BOARDS**

Community Board #4	1.718.760.3141
Community Board #5	1.718.366.1834
Community Board #6	1.718.263.9250
Community Board #9	1.718.286.2686

### **HEALTH SERVICES**

HMO Questions or Complaints	1.800.206.8125
Medicaid Information	1.877.472.8411
North Shore Hospital	1.718.830.4000
NYC Department of Health	1.212.442.9666
Parkway Hospital	1.718.990.4100
Poison Control	1.212.340.4494

### **TRANSPORTATION SERVICES**

Bus and Subway Information	1.718.330.1234
Long Island Railroad	1.718.217.LIRR
NYC Metropolitan Transit Authority	1.718.330.3000

**HOUSING SERVICES**

Heat and Plumbing Complaints	311
Legal Aid Society Eviction Prevention Unit	1.718.286.2450
NYC Housing Preservation and Development	1.212.824.4328
NYS Division of Housing and Community Renewal	1.212.739.6400
Queens Housing Code Enforcement	1.718.286.0808
Queens League of United Tenants	1.718.261.8015
Rent Stabilization/Rent Control	1.718.739.6400
Tenant problems	1.718.262.7150
Illegal Construction	311

**SENIOR CITIZEN SERVICES**

SCRIE/STAR/Meals on Wheels	1.212.442.1000
Access-a-ride	1.877.337.2017
Home Energy Assistance Program	1.800.342.9871
Legal Services for the Elderly	1.718.286.1500
Medicare and Social Security Information	1.800.772.1213

**VETERAN'S SERVICES**

NYS Division of Veteran's Affairs	1.718.447.8787
U.S. Department of Veteran's Affairs Hotline	1.800.827.1000