



212-615-8329

housing@recovery.nyc.gov

nyc.gov/builditback

Build it Back Counseling Program

Overview

Build it Back offers counseling referrals to eligible applicants who may need additional assistance moving their application forward through the Program. The Build it Back Counseling Partners are experts in housing, financial and legal issues with experience working in your community. They can work with you one-on-one to resolve tough challenges related to your application. Counseling is provided at **no cost** to individuals who are eligible and registered.

How can a Build it Back Counselor help me?

Build it Back Counselors can help you:

- ✓ Work with your mortgage company to prevent foreclosure, reduce unaffordable payments, or negotiate a forbearance.
- ✓ Think through difficult financial decisions about your Build it Back options.
- ✓ Address contractor scam or fraud.
- ✓ Obtain insurance money held by your mortgage company.
- ✓ Document your recovery costs, your household income, and prepare other required documentation.

How do I start working with a Build it Back Counselor?

- Ask for Counseling from your Housing Recovery Specialist or Customer Service Representative.
- A Build it Back Counseling Representative will call and ask for additional information to better understand your case.
- You will be scheduled for a meeting with a Build it Back Counselor serving your neighborhood or referred to another trusted organization that can assist you.

Contact Information

Call Center: 646-237-5925