



CCC Walk-In Center



Customer Contact Center representatives are always available to take your calls 24 hours a day, 7 days a week at 718-707-7771.

Customer Contact Center Walk-In Locations

478 East Fordham Road
(1 Fordham Plaza), 2nd Floor
Bronx, NY 10458
Monday-Friday, 8am-5pm

787 Atlantic Avenue, 2nd Floor
Brooklyn, NY 11238 Monday-Friday, 8am-5pm

NYCHA's Customer Contact Center Walk-In locations provide in-person services to address the needs of public housing residents, Section 8 voucher holders and landlords, and applicants.



NYCHA CUSTOMER CONTACT CENTER (CCC)

WALK-IN CENTERS

WELCOME BACK

Making an appointment is easy!

NYCHA's Customer Contact Center is excited to re-open our Walk-In Centers to assist you with your service needs.

We evaluated how we can improve our service to you and are excited to announce our new appointment booking feature. You can now schedule a service appointment at a Walk-In Center for when it is most convenient for you, improving your customer experience and minimizing time spent in waiting areas.

Here are the instructions to make an appointment for your visit.

Visit on.nyc.gov/nycha-ccc-appt or scan the below QR code with your smartphone:



Then follow these four easy steps:

- 1** - Select a location to visit.
- 2** - Select the available language you'd like to be served in.
- 3** - Select the date and time you'd like to visit.
- 4** - Enter your first and last name, email address, telephone number, voucher/case number (and any relevant information about your visit in the "Voucher/Case #" section).

Check the box indicating you agree to the terms, conditions, and privacy policy and press the "Create Appointment" button. Your appointment will be confirmed, and you can then exit by clicking "Back to Start Page."

You will receive confirmation of your appointment via email, as well as a reminder email and text messages as you get closer to your appointment date. On the date of your appointment, you will receive a text message with a link allowing you to check in for your appointment.

We look forward to seeing you at your appointment.