



Finding Resources that Can Help You and Your Family

Resource	Description	Contact Information
Code Enforcement	Responsible for the enforcement of the state building code, handicapped access regulations, zoning ordinances and conditions attached to special permits.	Springfield Code Enforcement 413.736.3111 Report Code violations online: http://www.springfield-ma.gov/code/index.php?id=violations
Energy, Heating & Fuel	If you qualify, New England Farm Workers' Council (NEFWC) will make utility payments to the primary heating vendor or if heat is included in your rent, a direct payment to the client will be made.	New England Farmworkers Council 413.272.2209 Partners for Community Website: http://www.partnersforcommunity.org/default/index.cfm NEFWC Fuel Assistance Program: http://www.partnersforcommunity.org/default/index.cfm/fuel-assistance/
	If you don't qualify for NEFWC, Springfield Partners for Community Action (SPCA) offers financial assistance for residents struggling with a short-term economic hardship. SPCA also offers free Energy Audits, Energy Saving Products, and Weatherization to income-eligible residents	Springfield Partners for Community Action 413.263.6500 413.272.2209 – For Fuel Assistance application questions http://www.springfieldpartnersinc.com/ourprograms/weatherization/
	Heating Emergency Assistance Retrofit Tasks Weatherization Assistance Program (HEARTWAP) provides emergency repairs, pays for the cost of an annual inspection of system, or pays for the replacement of the system. Approval for the NEFWC's Fuel Assistance program is required.	City of Springfield Office of Housing 413.787.6500 https://www.springfield-ma.gov/housing/index.php?id=66
	Local energy conservation project to help people spend less on utilities and make homes more comfortable.	ener-G-save 413.279.9141 http://ener-g-save.com/
Utility Shut-Off Protection	Electricity Shut-Off Protection for residents with a serious illness and financial hardship.	Eversource - Medical Protection Plan 877-659-6326 https://www.eversource.com/Content/wma
Housing	Resources to address hoarding, including a Hoarding Resource Directory, information on the Hoarding Task Force Network and The Hoarding Project.	MassHousing https://www.masshousingrental.com/ Hoarding Best Practice Guide
	Support Groups	Clutters Anonymous Support Groups https://clutterersanonymous.org/meetings/face-to-face-meetings/
Home Modification for Disabilities	The Home Modification Loan Program (HMLP) provides loans for modifications to the permanent residence of elders and individuals with disabilities.	Way Finders, Home Modification Loan Program 413.233.1615 413.233.1755 – to request an application https://www.wayfindersma.org/home-modification-loan-program-faq



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Home Repair	Forgivable loans to rehab homes located in Memorial Square and Six Corners to remove health and safety issues (lead abatement, trip and fall hazards, asthma triggers). Initial application period is May 15, 2017 – July 31, 2017.	City of Springfield Healthy Homes Repair Program 413.787.6500 http://www.springfield-ma.gov/housing/index.php?id=121
	0% interest loans to income-eligible homeowners to pay for a single emergency repair.	City of Springfield Homeowner Emergency Repair Program 413.787.6500 https://www.springfield-ma.gov/housing/index.php?id=61
	0% interest loans for home repair projects on qualifying current homeowners as well as 0% interest 30-year mortgages for first time homebuyers.	Greater Springfield Habitat for Humanity 413.739.5503 http://www.habitatspringfield.org/#!home-preservation/cf4ke
	Low- or no-interest loans from home improvement, lead abatement, and more.	Way Finders, Get the Lead Out Anthony Thomas, 413-586-7525 ext. 3176 nathomas@wayfinders.org
	Performs critical repairs, modifications, and rehabilitation on homes of low-income families with children, the elderly, military veterans, and people with special needs.	Revitalize CDC 413.788.0014 http://www.revitalizecdc.com
	Resources and products like refinancing your mortgage improve/repair your home, fix/replace a septic systems, foreclosure prevention and other.	MassHousing 617.854.1000 https://www.masshousing.com
Fair Housing/ Discrimination	Free legal services and advocacy for victims of housing discrimination.	Massachusetts Fair Housing Center 413.539.9796 or 800.675.7309 http://www.massfairhousing.org
	Information, education, and legal assistance for victims of housing discrimination.	WayFinders Fair Housing Initiative John Fisher, 413.233.1609 https://www.wayfindersma.org/fair-housing-laws
	Information about tenants' rights, self-help forms, sample letters, booklets, handbooks, and frequently asked questions.	MassLegalHelp http://www.masslegalhelp.org/housing (English version) http://www.masslegalhelp.org/spanish/housing (Spanish version)
Foreclosure prevention	Free and confidential counseling for homeowners facing possible foreclosure.	Western MA Foreclosure Prevention Center-Way Finders 413.233.1622 or 1.800.332.9667, ext. 1622 https://www.wayfindersma.org/housing-center/home-owners



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Housing Counseling, Tenant Rights & Homelessness	Provides resources to find an apartment, provide some payment assistance, and help you understand your rights and responsibilities as a renter.	WayFinders Consumer Education Center 413.233.1600 or 1.800.332.9667, ext. 1600 https://www.wayfindersma.org/housing-center/support-for-renters
	Housing counseling, financial literacy, and credit counseling.	Springfield Partners for Community Action; 413.263.6500: http://www.springfieldpartnersinc.com
	Working to address housing and homelessness issues.	Arise for Social Justice 413.734.4948 http://arisespringfield.org/self-help-advocacy-center/
Housing Court Advocacy & Eviction Clinic	Counseling and education for Springfield residents at risk of being evicted from their homes, as well as assistance preparing for housing court.	Springfield Partners for Community Action 413.263.6500 http://www.springfieldpartnersinc.com
	Information about tenants' rights in Massachusetts, including sample forms, handbooks, and FAQs.	MassLegalHelp http://www.masslegalhelp.org/housing (English version) http://www.masslegalhelp.org/spanish/housing (Spanish version)
Lead Poisoning Prevention	Case Management, Lead Inspection and CHW Home Visit for children with elevated Blood Lead Levels. Education for all families.	Childhood Lead Poisoning Prevention Program (CLPPP) 413.586.7525, x3176 Kate Tobin 800.532.9571 (statewide) www.mass.gov/dph/clppp
	Information on lead and drinking water.	Springfield Water & Sewer Commission 413.452.1300 https://waterandsewer.org/education-and-community/lead-and-drinking-water/
	Overview of lead in Massachusetts drinking water.	Mass Energy and Environmental Affairs 617.626.1000 http://www.mass.gov/eea/agencies/massdep/water/drinking/overview-of-lead-in-massachusetts-drinking-water.html
Legal Assistance & Information	Free legal services (non-criminal) to low-income and elderly residents	Community Legal Aid, Inc. (CLA) 855.CLA-LEGAL (855.252.5342) Toll-free http://www.masslegalservices.org/FindLegalAid



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Finding a Contractor	Check the status of a Home Improvement Contractor's (HIC) registration status, how to file a complaint against a contractor, and much more.	MA Licensing of Home Improvement Contractors https://www.mass.gov/home-improvement-contractor-programs
	Tips for choosing a licensed professional.	MA Division of Professional Licensure Choosing a Licensed Professional Fact Sheet http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/consumer-fact-sheets/choosing-a-licensed-pro.html
	Verify the status of a license issued to an individual by the Office of Public Safety and Inspections, including Construction Supervisor Licenses.	Find a Licensed Professional http://elicense.chs.state.ma.us/Verification/Search.aspx
Radon	Advises and assists homeowners, radon mitigators and owners of public buildings in dealing with high levels of radon in indoor air.	Radon Program – DPH Western Regional Health Office 413.586.7525 Toll-free: 1-800-RADON95 (723.6695) http://www.mass.gov/eohhs/gov/departments/dph/programs/environmental-health/exposure-topics/iaq/radon/

For more information, please visit: <http://springfieldhealthyhomes.org/resource-library/>