



## **Customer Service**

NYC Rapid Repairs made repairs to provide essential, emergency services to allow homeowners to shelter in their homes until they were able to make more permanent repairs. When we completed eligible repairs, your home received an independent inspection to verify that your systems were working properly. While NYC Rapid Repairs is committed to ensuring that the temporary repairs were constructed safely and professionally, it is the homeowner's responsibility to complete permanent repairs and to properly maintain the electric, heat and hot water systems installed by NYC Rapid Repairs. Please refer to your manufacturer's warranty for any defects in the installed equipment, including boilers, furnaces and hot water heaters.

### **Who do I call if I have a question about work completed by Rapid Repairs?**

Call: (212) 615-8366

Email: [RapidRepairsCare@recovery.nyc.gov](mailto:RapidRepairsCare@recovery.nyc.gov)

Please provide your first and last name, address and phone number and a Rapid Repairs Customer Service Representative will contact you.

For more information about protecting your home during cold weather and hiring qualified professionals to make permanent home repairs, please visit [WWW.NYC.GOV](http://WWW.NYC.GOV).