

WELCOME TO BOSTON

Dear Friend,

Welcome to Boston!

I am pleased to present the New Bostonians' Guide to City Services 2008 Edition. As New Bostonians, each of you has a unique story to tell. And each of you faces unique challenges. This guide will help you find the city resource or service that you may need. I want our city to be known as a place that helps you overcome these challenges.

Throughout the history of our city, newcomers have contributed immeasurably to the growth and vibrancy of the City of Boston. Today, as in the past, our city is made richer by the presence of immigrants.

My administration is committed to breaking down the barriers of race, class, and culture that continue to hold back too many people. In order for our city to reach its full potential, we need to make sure that all of our residents have access to city services and resources.

Whether you have recently arrived in Boston or you have established residency for years, I hope you will find Boston to be a city that welcomes and embraces you, and to which you will give your best in return.

Sincerely,



Thomas M. Menino
Mayor of Boston



MAYOR'S OFFICE OF NEW BOSTONIANS

Boston City Hall Room 803 617.635.2980
Reverend Cheng Imm Tan, Director
www.cityofboston.gov/newbostonians

The Office of New Bostonians is an initiative of Mayor Thomas M. Menino to strengthen the ability of residents from diverse cultural and linguistic communities to fully participate in the economic, civic, social and cultural life of the city of Boston.

You can call the Office of New Bostonians:

- To find out about City and Boston's community services that serve immigrants and refugees.
- If you or someone you know needs assistance accessing city government services.
- To inquire about MONB's free bimonthly immigration advice program.
- To find an ESL or citizenship class.
- To share concerns and problems that face immigrants and refugees in Boston today.

This Guide is a project of the Office of New Bostonians to assist all new Bostonians to access important services provided by the city government. The services are grouped by topic, such as Homeownership, Business, or Education. Under each topic you will find a list of services, and the phone number of the city agency that provides these services. If you would like to visit an agency in person, the agency locations are listed at the back of the guide.

We hope you will find this guide useful. If you do not speak English and you need help to access these city services, call the **Office of New Bostonians** 24 hours in advance at **617.635.2980** to arrange for an interpreter.

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Boston City Hall
One City Hall Square
Boston, MA 02201
617.635.4000
www.cityofboston.gov

Sign Up for City E-Newsletters & Notifications
The City of Boston offers a variety of subscription email services, designed to keep residents informed about City programs, events and opportunities.
www.cityofboston.gov/subscribe

CITY SERVICES

APARTMENTS & AFFORDABLE HOUSING

Renting Apartments

Rental Housing Resource Center 617-635.4200

If you rent an apartment, this center can help if:

- You are having a problem with your landlord or a tenant.
- You have any housing related questions.

Sanitary Code Violations

Mayor's 24-Hour Constituent Services 617.635.4500

Landlords are required to meet standards of safety and cleanliness. If your apartment is not sanitary, report the problem to the Mayor's 24-Hour Constituent Services. They will contact a housing inspector to investigate the problem. Examples of sanitary code violations include:

- If there is no heat or hot water in your building.
- If there are rodents or insects in your apartment.
- If your water faucets are leaky.

Affordable Housing

Boston Housing Authority 617.988.4000

This is a public agency which provides affordable housing to low and moderate income individuals and families. Contact them to find out if you are eligible to apply for this housing.

Fair Housing Commission 617.635.4408

This commission works to eliminate discrimination and increase access to housing in Boston. Call them if:

- You need information about affordable housing in the Boston metropolitan area.
- You believe you are a victim of housing discrimination.

- You own or manage housing and want to list vacant apartments for rent.

Emergency Assistance

Emergency Shelter Commission **617.635.4507**

The Commission can help if:

- You are homeless and need a referral to services.
- You are in need of food.

HOMEOWNERSHIP

Boston Home Center **617.635.4663**

The City's Home Center offers financial and technical assistance to people who would like to buy a home in Boston. Contact them if:

- You are looking for information on purchasing a home.
- You are a first-time homebuyer and would like to get subsidized or low-cost loans.
- You are a senior citizen who needs assistance in performing certain home repairs.
- You want information about holding a mortgage.
- You would like to buy a vacant lot next door to your home or business.

BUILDING & RENOVATION

Permits

Inspectional Services Department **617.635.5300**

If you are building or renovating your home or business, you will need a building, plumbing or electrical permit. Call the City's Inspectional Services Department for help and information about permits.

Building/Renovation Assistance

Boston Home Center **617.635.4663**

The Home Center can help if you are building or renovating a home. Contact them if:

- You are looking for grants or low-cost loans to fix up your home.
- You would like to buy an abandoned building, but need help fixing it up.

- You would like to build a home on an empty piece of land in your neighborhood.

Historical Districts

Boston Landmarks Commission 617.635.3850

If you live in a Boston Historical district, you need permission to make exterior renovations to your home or business. For more information, call the Boston Landmarks Commission.

TAXES & TAXPAYING ASSISTANCE

Assessing Department: Taxpayer Referral & Assistance Center (TRAC) 617.635.4287

This center is located on the Mezzanine Level of City Hall and is available to help if:

- You have questions about your property tax bill or your CURRENT tax year tax bill payments. (for prior tax year tax bill payments call the Collector's office at **(617.635.4131)**).
- You have moved and need to change your tax bill mailing address - call **617.635.3783**.
- You want to obtain a copy of your CURRENT fiscal year tax bill.
- You want to obtain a property map or current property record card, call **617.635.3742**.
- You want to know if you qualify for a property tax exemption under the following circumstances: You are elderly, blind, a surviving spouse, a minor child of deceased parent, a disabled veteran.
- You want to know if you qualify for a Hardship exemption or a Tax Deferral.
- You want to file an abatement because you feel your property is overvalued, incorrectly classified or exempt from taxation.
- You want to know more about the tax exemption available for those who OWN and OCCUPY their property (Residential Exemption).
- You have questions about the Motor Vehicle Excise tax bill.
- You own a boat that is moored in Boston and have questions about the Boat Excise tax.
- You are a business owner and want to know about the *Personal Property tax.

* Personal Property Tax: Business owners must pay taxes of certain private property used to conduct their business

(for example: Chairs in a barber shop or drills used by a dentist). For questions about this tax, call the Assessing Department - Personal Property unit at **(617.635.1165)**

Information online at :
www.cityofboston.gov/assessing or by Email at:
assessing@cityofboston.gov.

24 HOUR SERVICES

Mayor's 24 Hour Constituent Services 617.635.4500

The City tries to respond to your concerns. The Mayor's 24 Hour Constituent Services is available 24 hours a day to take calls on any City related issue. For example, you can call them:

- If there is no heat or hot water in your building.
- If your apartment is unsanitary (for example, rodents, insects, leaky faucets and other sanitary code violations).
- If your trash or recycling was not picked up.
- To report trash violations or illegal dumping.
- To request snow removal (plowing, salting), street cleaning and streetlight repair.
- To request street and sidewalk repairs (potholes, etc.).
- To have graffiti removed from either private or public property.
- To report an abandoned vehicle.
- To report problems with animals or wildlife (or call **Animal Control** at **617. 635.5348**).
- To have a vacant lot cleaned.

The office can also refer you to agencies not listed in this brochure.

BASIC SERVICES

Public Works

Public Works Department

The City's Public Works Department provides many basic services for the city, such as trash removal and road repair. For example, you can call them:

- To get information about trash pick-up and schedules. **Sanitation (617.635.7573)**.
- To get information about Boston's recycling program. **Recycling (617.635.4959)**.
- To report problems with street lights. **Street Lighting (617.635.7500)**.
- To report potholes or request that your street be cleaned. **617.635.7555**.

Parks & Trees

Parks & Recreation Department

617.635.4505 or 635-PARK / 635.7275

The Parks & Recreation Department maintains parks and green spaces in the city. Call them:

- To request pruning or maintenance of a tree on city property (for example: on the street or in a park).
- Emergency Street Tree Work – **617.635.7275** or the Mayor's Hotline **617.635.4500**
- To request the cleanup or repair of a city-maintained park or playground.
- To participate in a neighborhood beautification project.
- To request the planting of a tree on a street in your neighborhood.

Water & Sewer

Boston Water & Sewer Commission

[980 Harrison Avenue](#)

[Boston MA. 02119](#)

[Website: www.bwsc.org](http://www.bwsc.org)

A 24/7 Emergency Agency 617.989.7000

The Commission is responsible for maintaining the water distribution and sewer systems in the city.

Please Call:

- If your sewer line is blocked or broken.
- If a storm drain in front of your home is blocked.
- If you witness illegal dumping into the storm drainage system.
- If you would like a water conservation kit for your home.

Traffic & Parking

Boston Transportation Department (BTD)

Contact the BTD:

- To get a Resident Parking Sticker. **617.635.4682.**
- To pay or appeal a parking ticket. **617.635.4410.**
- To retrieve your car that has been towed or booted. **617.635.3900.**

BUSINESS

Business Assistance

Office of Business Development **617.635.3880**

This office can help you to establish a new business or to expand or enhance your existing business. Call the office if:

- You would like information about starting, expanding or relocating your own business.
- You need help finding a location for your business.
- You have questions about the permitting process.
- You are interested in obtaining financial and technical assistance for your business
- You want to improve your storefront.

Starting a Business

Office of Business Development **617.635.3880**

If you are starting a new business, the office can walk you through the process. To begin a business in Boston, there are several official steps you need to follow:

- Register your business with the city government. File a Business Certificate at the **City Clerk's Office (617.635.4601)**.
- Get any necessary building permits. If you plan to repair or add to a building, change the occupancy or use in the building, or demolish it, you should contact the **Inspectional Services – Building Division (617.635.5306)**. They issue permits covering electrical & fire systems, gas, plumbing & sprinklers, building, and occupancy & annual inspection certificates.
- If your business involves the preparation, distribution, or sale of food, you will need a permit from the **Inspectional Services – Health Inspection Division**. For a list of businesses that need permits, or to apply for a permit, call **617.635.5326**.
- For a license to serve food or drinks, including alcohol, contact the **Boston Licensing Board (617.635.4170)**.
- For a license to operate as a street vendor, call **617.635.4911**.

Personal Property Tax

Business owners must pay taxes on private property used to conduct their business (for example: the chairs in a barber shop, or drills used by a dentist).

For questions about this tax, call the **Assessing Department – Personal Property Unit (617.635.1165)**.

Minority/Women-Owned, Small Businesses

Small & Local Business Enterprise Office
617.635.4084

If your business is owned by a minority or a woman, and you are interested in bidding on City contracts, contact this office. You may be eligible for special assistance with these bids.

LICENSING, PERMITS & REGISTRATION

The following is a partial list of where to apply for some common City permits and licenses. [For permits to operate a business, see the “Business” section.] Call if you need:

- A copy of a Boston birth, marriage or death certificate. **Registry (617.635.4175)**.
- A license to perform as a street musician, carry a gun or mace, motor vehicle dealership, raffles and bazaars, constable license, bicycle messenger, peddlers, parking permit sidewalks, hot-dogs cart. **Police Department (617.343.4425)**.
- A permit to hold a raffle or a bazaar. **City Clerk (617.635.4601)**.
- A permit to hold an event in a city park. **Parks & Recreation (617.635.4505)**.
- A permit to hold a road race or parade. **Transportation Department/BTD (617.635.4675)**.
- A dog license. **Animal Control (617.635.5348)**.
- Driver’s Licenses are issued by the Commonwealth of Massachusetts, not the City. They are available through the **Massachusetts Registry of Motor Vehicles (617.351.4500)**.
- To fish in fresh water, you need a fishing license from the Commonwealth of Massachusetts **Department of Wildlife and Fisheries (617.626.1590)**.

CONSUMER CONCERNS

You have a right as a consumer to fair treatment. There are city agencies which will help protect those rights. For example, if:

- You have a complaint about a business, contractor or bank that you have done business with, call **Consumer Affairs & Licensing (617.635.3834)**.
- You feel a bar, restaurant or other entertainment business is too loud or has mistreated you, call **Consumer Affairs & Licensing (617.635.3834)**.
- Trucks or building vehicles outside your home or business are too loud, call the **Environment Department (617.635.3850)**.
 - You bought something and did not get the full weight or amount that you paid for, call **Inspectional Services – Weights and Measures Division (617.635.1010)**.

SERVICES FOR FAMILIES

Boston Centers for Youth & Families (BCYF) is Boston's largest youth and human service agency with 46 facilities including 21 pools and one beach. BCYF community centers are "hubs of the neighborhoods" where Boston residents can access a wide array of important information and assistance. For more information about BCYF, go to www.cityofboston.gov/bcyf or call 617.635.4920.

Childcare

Many of Boston Centers for Youth & Families' community centers provide quality childcare for pre-school and school-age children. To find out more about pre-school and school-age childcare call 617-635-4920 x2315.

[For more information about other affordable childcare providers, call **Parents United for Child Care (617.426.8288)**, or **ABCD's Childcare Choices of Boston (617.348.6272)**.]

Afterschool Programs

Most of **Boston Centers for Youth & Families'** community centers offer a variety of after-school programs for school-age children.

Boston Centers for Youth & Families' Youth Services programs include Camp Joy, for special needs children and adults, The Peace Fellows Program, Teen Leaders in Actions and the Streetworker Program. In addition, each community center has a youth worker who works with neighborhood young people on programs and activities. For more information about BCYF Youth Service programs, call **617.635.4920 x2215**.

Youth Services

- The **Mayor's YOUTHLINE (617.635.2240** or 617.635.KIDS) is a resource for young people, parents, educators and youth workers. Teen listeners offer a variety of referrals to art, athletic, educational, employment, entertainment, legal, health and social service programs and organizations. The YOUTHLINE is open weekdays Noon-8pm (school vacation time 10am-6pm). www.BostonYouthZone.com
- **BOSTONavigator** is an online database of programs located in Boston, that provide supervision for youth ages 5-18, and operate during out-of-school time. www.BOSTONavigator.org
- **Boston Centers for Youth & Families (BCYF) (617.635.4920)** have staff called streetworkers and peer leaders who help teens find activities, find jobs, avoid pregnancy, fight drug use, etc. www.cityofboston.gov/bcyf
- **The Boston Youth Fund (BYF)(617.635.4202)** offers summer jobs for 15-17 year old Boston Residents who have registered during the Hopeline registration period. Applicants are placed in various community, faith based and city organizations for summer employment. Teens are employed as camp counselor's mural painters, teachers assistants, tour guides and many more!

Recreation

Boston Centers for Youth & Families ' Recreation Division operates a variety of programs that change seasonally. Some of the more popular offerings include the Mayor's Cup tournaments, the Boston Neighborhood Basketball League, the Sox Talks/Fenway Challenge, White Stadium Sports Center and vacation week clinics and tournaments. In addition, BCYF community centers offer year-round recreation activities for all ages, such as:

- Gyms activities and swimming programs.
- Enrichment classes
- Play groups for young children and summer camps and programs.
- Programs specifically for seniors, and girls.

Boston Public Libraries **617.536.5400**

www.bpl.org

Your local public library offers family programs and assistance, such as:

- Toddler and pre-school story hours.
- "Reading Readiness" program for pre-school children and parents.
- Discounted passes to the Aquarium, Children's Museum, Museum of Science, and Museum of Fine Arts.

Parks and Recreation Department **617.635.4505**

This department can help if:

- You want to take part in free arts, sports, and environmental education programs in your local park.
- You have questions or concerns about your local park.
- You would like to use your local park for a sports league or special event.

EDUCATION

Adult Education

BCYF offers classes to help adults prepare for and take the GED exam. Call **Boston Centers for Youth & Families (BCYF)** at **617.635.4920 x2540** to find out about classes at your nearest center.

- Classes to review basic skills (Adult Basic Education). **Call Boston Centers for Youth &**

Families (617.635.4920 x2202) for classes in your neighborhood.

- ESOL classes are offered at **Boston Centers for Youth & Families** community centers around the city. Call **617.635.4920 x2202** for information about classes at your nearest community center.

Adult ESOL

There are also many English for Speakers of Other Languages (ESOL) classes available through the City of Boston:

- Contact the **Office of New Bostonians (617.635.2980)** for a referral to an ESOL provider.
- ESOL classes are offered at **Boston Centers for Youth & Families** around the city. Call **617.635.4920** for information about classes at your nearest center.
- For information about other ESOL classes, contact the **Mayor's Office of Jobs & Community Services (617.918.5200)**.
- The **Boston Public Library Dudley Literacy Center** offers free English conversation groups for non-native English speakers (**617.859.2446**).
www.bpl.org/bpl.org/branches/dudlelylrc.htm

Youth / Boston Public Schools

The **Boston Public Schools** provide free public education to all youth in Boston. City elementary and middle schools are divided into three zones. Parents may choose from the schools within their zone or from the several citywide schools open to everyone. Each zone has a Parent Information Center (PIC) where you can get information about schools, and enroll your child. The zones are:

- **East Zone (617.635.8015)**: Hyde Park, Mattapan, Dorchester, South Boston.
- **West Zone (617.635.8040)**: West Roxbury, Roslindale, Jamaica Plain, Roxbury.
- **North Zone (617.635.9010)**: Allston/Brighton, Mission Hill, South End, Back Bay, Chinatown, Downtown, Charlestown, East Boston.

- Every January, the city holds a city-wide schools fair for parents to get information about any school in Boston. Call your Parent Information Center for details.
- If your child needs transportation to school, or you have questions about busing, call **617.635.9530**.

Alternative Education

Boston has the **City Roots** alternative high school program for youth who have left school and would like to return to get their **GED** or high school diploma. For information about this program, contact:

Boston Centers for Youth & Families (BCYF)
(617.635.5216).

ELDERS', WOMEN'S, DISABILITY & VETERANS' ISSUES

Elder Services

- Contact the **Elderly Commission (617.635.4366)** if you are a senior citizen and need assistance with housing, transportation, health care, employment, cultural events, volunteer opportunities and much more.
- For information about property tax bill exemptions for elders, contact the **Taxpayer Referral & Assistance Center / TRAC (617.635.4287)**.
- To report abuse of seniors, call the **Police Department 617.343.4300** Bureau of Field Services or call **911**, or the Commonwealth of Massachusetts' **Statewide Elder Abuse Hotline (1.800.922.2275)**, available 24 hours a day.

Women's Issues/Concerns

Women's Commission **617.635.3138**

Contact the city's Women's Commission if you have questions about domestic violence, or if you are looking for resources for women and girls in Boston.

Disability Assistance

Commission for Persons with Disabilities 617.635.3682

If you have a disability, this commission can help if:

- You feel you do not have equal access to all public services, including education, transportation and housing.
- You or a family member would like a disabled parking space in front of your residence.
- You need referrals or information about other services for people with disabilities.

Veterans' Services

- Call the **Veterans' Services Commission (617.635.3026)** to know about benefits available to veterans.
- For information on property tax bill exemptions for disabled veterans, contact the **Taxpayer Referral & Assistance Center / TRAC (617.635.4287)**.

PUBLIC HEALTH ISSUES

Health Programs

The City's **Public Health Commission** offers programs that target many different health issues. They can help you if:

- You have no health insurance and need to see a doctor. Call the **Mayor's HealthLine (617.534.5050)**, open Monday-Friday from 9:00-5:00. Interpreters are available for all languages.
- You want information on substance abuse treatment programs in Boston. **617.534.5554**.
- You need help to quit smoking. **617.534.4718**.
- You are pregnant and want information on how to keep your baby healthy. **617.534.5832**.
- You want information about breast cancer. **617.534.9650**.
- You have young children and want to prevent injuries by getting information on window guards, low cost bike helmets, and car seats. **617.534.5197**.

- You or your child has HIV and needs to see a doctor or dentist. **617.534.4717.**
- You want to know if your house has lead paint, and how to protect your child from lead poisoning. **617.534.5966.**

Neighborhood Health Centers

Many local health centers offer other programs and free or low cost health care for those in need. To find your nearest **Neighborhood Health Center**, call **617.534.5050.**

COMMUNITY REPRESENTATION & CIVIC PARTICIPATION

Elected Officials

- If you need information about an announcement the Mayor has made, or you need a copy of a speech he gave to a public gathering, contact the **Mayor's Press Office (617.635.4461).**
- If you would like to invite the Mayor to attend your neighborhood event, mail or fax a letter to the **Mayor's Scheduling Office. (Fax: 617.635.2851.** Mailing address: "Office of the Mayor, attn: Scheduling, Boston City Hall, Boston, MA 02201")
- If you want to contact your **City Councilor** or get more information about city ordinances call **617.635.3040.**

Neighborhood Services

Office of Neighborhood Services **617.635.3485**

Each neighborhood in Boston has a coordinator who works in the Mayor's Office of Neighborhood Services. This office encourages and facilitates citizen input and participation in government.

Contact Neighborhood Services if:

- You need information about city services and mayoral initiatives.
- You have questions about zoning and licensing issues.

- You want a representative from the Mayor's Office to attend your community meeting.
- You want information about community groups and organizations that are active in your neighborhood.

Voting

Boston Election Department **617.635.3767**

Contact the Boston Election Department if you need to:

- Register to vote.
- Know who your elected official is.
- Know where to vote on election day.
- Know the requirements for running for office.

Internet

For more information about the city and city departments, visit the City of Boston's web site:

www.cityofboston.gov

Sign Up for City E-Newsletters & Notifications
The City of Boston offers a variety of subscription email services, designed to keep residents informed about City programs, events and opportunities.

www.cityofboston.gov/subscribe

PUBLIC SAFETY

For police, fire or medical emergencies,
dial 911.

Police Department

Call the Police Department to help fight crime in your neighborhood. For example:

- To report drug-related activity, call **617.343.5625.**
- To report a case of domestic violence, call **617.343.4350.**
- To report a case of sexual assault, call **617.343.4400.**

- To help reduce crime in your neighborhood, get involved in a **Neighborhood Crime Watch Group (617.343.4524)**. **1.800.494.TIPS (8477)**
- To report elder abuse, contact the **Police Department 617.343.4300** Bureau of Field Services or call **911**, or the Commonwealth of Massachusetts' **Statewide Elder Abuse Hotline (1.800.922.2275)**, available 24 hours a day.
- If you have been the victim of racially-based harassment or attacks, contact the **Community Disorders Unit (617.343.4527)**.

Emergency Medical Services

- If you have a medical emergency call **Boston EMS 617.343.BEMS (2367)** or **911**.

Fire

Fire Department 617.343.3550

Contact the Fire Department if you would like to:

- Learn about fire safety.
- Ask questions about home smoke detectors or fire escapes.
- Visit a firehouse.
- Report that there may be illegal chemicals stored in your building.

**Office of Emergency Preparedness
617.635.1400**

The Mayor's Office of Emergency Preparedness is responsible for the coordination of public, private, and community efforts designed to prevent, respond to, and recover from man-made or natural disasters. To learn more about what you can do to be prepared for an emergency, call the Office of Emergency Preparedness or visit www.cityofboston.gov/emergency.

ARTS, CULTURE & SPECIAL EVENTS

Mayor's Office of Arts, Tourism & Special Events

617.635.3911

This office is available as a resource for artists, filmmakers, visitors, and residents of the city. Contact them if you would like to

- Produce a cultural event, getting the required permits and/or assistance.
- Know about special events in Boston that are sponsored by city government.
- Get involved in an international sister-cities program.
- Exhibit art on city owned property.
- Know more about artists' housing and open studio exhibits.
- Learn more about filming movies in Boston.
- Learn more about the Boston Cultural Council annual grant cycle for a non-profit organization.
- Book a cultural event at the Strand Theatre.

Parks & Recreation Department **617.635.4505**

The ParkARTS initiative offers year-round arts programs. Contact them if you want to:

- Receive a schedule of cultural performances happening throughout the park system.
- Find out about free arts workshops in the parks.
- Become involved in performing, participatory and visual arts programs in neighborhood parks across the city.

CITY FUNDING OPPORTUNITIES

The City provides funding to several different types of programs. You may be eligible to receive funding if your organization:

- Tutors, mentors and develops youth leadership and provides opportunities for violence prevention education, dispute resolution and intervention, or
- Offers affordable, high-quality childcare and out-of-school programs. **Boston Centers for Youth & Families (BCYF)**
617.635.4020

- Offers adult educational and job training programs. **Jobs & Community Services (617.918.5200)**.
- **The Boston Youth Fund (BYF)(617.635.4202)** offers summer jobs for 15-17 year old Boston Residents who have registered during the Hopeline registration period. Applicants are placed in various community, faith based and city organizations for summer employment. Teens are employed as camp counselor's mural painters, teachers assistants, tour guides and many more!
- Supports innovative arts programs, or is looking for funding to bring Boston school students to cultural events. **Arts, Tourism, & Special Events (617.635.2437)**.

CITY OF BOSTON CAREER CENTER

- Job vacancies with the City of Boston are posted on the website. Find a job posting online and apply. City of Boston website: www.cityofboston.gov/jobs.
- If you want information on retirement benefits for City of Boston employees, contact the **Retirement Board (617.635.4305)**.
- If you are a Boston resident, minority, or woman who is interested in working on City of Boston construction projects, contact the **Boston Jobs Bank (617.918.5480)**.

CITY AGENCIES & DEPARTMENTS

Animal Control & Adoption Center 617.635.5346
 Boston City Hall Room 811 617.635.1800

Arts, Tourism & Special Events/Film 617.635.3911
 Boston City Hall Room 802

Boston Centers for Youth & Families (Main Office)
 1483 Tremont Street 617.635.4920

Boston Home Center 617.635.4663
 26 Court Street.

Boston Housing Authority (BHA) 617.988.4000
52 Chauncy Street

Boston Landmarks Commission 617.635.3850
Boston City Hall Room 805

Boston Public Libraries (Main Number) 617.536.5400
700 Boylston Street (Copley Square)

Boston Public Schools (General Information)
617.635.9000

- **East Zone (617.635.8015):** Hyde Park, Mattapan, Dorchester, South Boston.
- **West Zone (617.635.8040):** West Roxbury, Roslindale, Jamaica Plain, Roxbury.
- **North Zone (617.635.9010):** Allston/Brighton, Mission Hill, South End, Back Bay, Chinatown, Downtown, Charlestown, East Boston.

Boston Redevelopment Authority (BRA) 617.722.4300
Boston City Hall 9th Floor

Boston Water & Sewer Commission 617.989.7000
980 Harrison Avenue

City Clerk 617.635.4600
Boston City Hall Room 601

City Councilors 617.635.3040
Boston City Hall 5th Floor

Civil Rights Office 617.635.2500
Boston City Hall Room 966

Commission for Persons with Disabilities
Boston City Hall Room 966 617.635.3682

Consumer Affairs & Licensing 617.635.3834
Boston City Hall Room 817

Elderly Commission 617-635-4366
Boston City Hall Room 271

Election Department 617-535-3767
Boston City Hall Room 241

Emergency Preparedness 617.635.1400
Boston City Hall Room 204

Emergency Shelter Commission 617.635.4507
Boston City Hall Room 716

Environment Department 617.635.3850
Boston City Hall Room 805

Fair Housing Commission Boston City Hall Room 966	617.635.4408
Fire Department 115 Southampton Road	617.343.3415
Human Resources Department Boston City Hall Room 612	617.635.3370
Inspectional Services Division 1010 Massachusetts Ave.	617.635.5300
Jobs & Community Services 43 Hawkins Street	617.918.5200
Licensing Board Boston City Hall Room 809	617.635.4170
Mayor's 24 Hour Services (24 hours a day) Boston City Hall 8 th Floor	617.635.4500
Mayor's HealthLine	617.534.5050
Mayor's Press Office Boston City Hall Room 603	617.635.4461
Mayor's Scheduling Office Boston City Hall 5 th Floor (Fax number: 635-2851)	617.635.3274
Mayor's YouthLine (open 2:00-10:00pm)	617.635.4490
Office of Business Development 26 Court St. 9 th Floor	617.635.3880
Office of Neighborhood Services Boston City Hall Room 708	617.635.3485
Office of New Bostonians Boston City Hall Room 803	617.635.2980
Parks & Recreation 1010 Massachusetts Avenue	617.635.4505
Police Department 1 Schroeder Plaza (Ruggles)	617.343.4200
Property Management Boston City Hall Room 811	617.635.4100
Public Health Commission 1010 Massachusetts Avenue	617.534.5264
Public Works Boston City Hall Room 714	617.635.4900
Registry Division Boston City Hall Room 213	617.635.4175

Rental Housing Resource Center **617.635.3653**
Boston City Hall Room 709

Retirement Board **617.635.4305**
Boston City Hall Room 816

Small & Local Business Enterprise **617.635.4084**
Boston City Hall Room 717

Taxpayer Referral & Assistance Center (TRAC)
Boston City Hall Mezzanine Level **617.635.4287**

Veterans' Services **617.635.3026**
20 Church Street

Women's Commission **617.635.3138**
Boston City Hall Room 716

IMPORTANT NON-CITY PHONE NUMBERS

CHILDCARE AND AFTER-SCHOOL PROGRAMS

Call to find out about child care or after-school programs for your child.

Parents United for Child Care (PUCC) **617.426.8288**
ABCD's Childcare Choices of Boston **617.348.6272**

FOOD, SHELTER & OTHER ASSISTANCE

Contact the Department of Transitional Assistance (DTA) Recipient Services to apply for or receive cash support (welfare), food stamps, or emergency assistance to prevent homelessness.

**Massachusetts Department of
Transitional Assistance (DTA)** **617.348.8500**
600 Washington Street

Call to receive food assistance.

All of these locations offer free or low cost job training or job search assistance.

Boston Career Link 617.536.1888

1010 Harrison Avenue (Roxbury)

JobNet (Downtown Boston) 617.338.0809

210 South Street

JobNet (Roxbury) 617.427.4855

1010 Massachusetts Avenue

The Workplace (Downtown Boston) 617.737.0093

29 Winter Street

LEGAL ASSISTANCE

Legal assistance for low-income individuals.

Greater Boston Legal Services (GBLS) 617.371.1234

197 Friend Street

TRANSPORTATION

Call for subway, bus & commuter rail schedules and ticket prices.

MBTA 617.222.3200

10 Boylston Place

Visit to apply for a Massachusetts drivers' license or identification card.

Registry of Motor Vehicles (RMV) 617.351.4500

630 Washington St. (Chinatown)

**Edited & Updated by: Mayra Canetti, Executive Assistant
Mayor's Office of New Bostonians, 2008.**