

How to Handle Housing Complaints

St. Lawrence County
Fair Housing Task Force

With featured speakers:

PJ Herne – Legal Aid Society of Northeastern NY

Pamela Weed-Nichols – NYS Attorney General's Office

Deanna Nelson – NYS Attorney General's Office

Greg Thompson – Village of Potsdam Code
Enforcement Office

Sally Santangelo – CNY Fair Housing



Speakers will discuss:

- Who they are
- The organization they work for
- Where they are based out of
- The service area they cover
- The type of housing complaints they can address
- What role they can play if you have a housing complaint
- How these issues are resolved
- Advice for common pitfalls to avoid

St. Lawrence County Fair Housing Task Force

48 Court St.
Canton NY, 13617
(Mailing Address)

80 State Highway 310
Canton NY, 13617
(Physical Address)

planning@stlawco.gov

(315) 379-2292

<https://stlawco.gov/Departments/Planning/AdvisoryBoards/FairHousingTaskForce>



PJ Herne – Legal Aid Society of Northeastern NY

17 Hodskin St.
Canton NY, 13617

9:00 a.m. – 12:00 p.m., 1:00 p.m. – 5:00 p.m.
Monday – Friday

<https://www.lasnny.org/get-help/>

(833) 628-0087 – Legal Line
(315) 386-4586 – Canton Office

<https://www.lasnny.org/>



Pamela Weed-Nichols & Deanna Nelson – NYS Attorney General’s Office

317 Washington Street, 10th Floor
Watertown, NY 13601

8:30 a.m. – 5:00 p.m., Monday – Friday

ConsumerFrauds.Watertown@ag.ny.gov

1-800-771-7755 – General Helpline
(315) 523-6080 – Watertown Regional Office

<https://ag.ny.gov/contact-attorney-general-letitia-james>



Greg Thompson – Village of Potsdam Code Enforcement Office

P.O. Box 5168
Potsdam, NY 13676

GTHOMPSON@VI.POTSDAM.NY.US

(315) 265-7678

<https://vi.potsdam.ny.us/code-enforcement-office/>



Sally Santangelo – CNY Fair Housing

731 James St., Suite 200
Syracuse, NY 13203

9:00 a.m. – 5:00 p.m. Monday – Friday

info@cnyfairhousing.org

(315) 471-0420

<https://www.cnyfairhousing.org/>



Q&A



Please write all questions in the chat!

Fair Housing Training – 3/18/2025



HOUSING RIGHTS TRAINING FOR: LANDLORDS

Join CNY Fair Housing for a free, immersive workshop that covers your rights and responsibilities as a landlord.

Potsdam Town Hall
18 Elm Street
Potsdam, NY 13676

March 18, 2025
10:00-11:30am

Learn about fair housing rules and regulations, eviction procedures, the Tenant Dignity and Safe Housing Act and other recent housing legislation. This session will include updates in keeping your business in compliance.

WHAT'S COVERED

- ✓ Fair Housing Law Updates
- ✓ NYS Compliance
- ✓ Eviction Policy & Procedure
- ✓ Lease Rules & Regulations

SCAN HERE TO REGISTER OR



Register today at

bit.ly/PotsdamLandlord25

Learn more at: www.cnyfairhousing.org

Call: (315) 471-0420 | Email: tmartin@cnyfairhousing.org



KNOW YOUR RIGHTS TRAINING FOR: SERVICE PROVIDERS & TENANTS

Join CNY Fair Housing for a free, immersive workshop that covers your rights and responsibilities as a tenant.

Potsdam Town Hall
18 Elm Street
Potsdam, NY 13676

March 18, 2025
2:00-3:30pm

Learn about eviction rights, reporting code violations, fair housing laws and updates on recent legislation like the Tenant Dignity and Safe Housing Act. Know your rights or those you serve to secure and maintain safe housing.

WHAT'S COVERED

- ✓ Fair Housing Law Updates
- ✓ Eviction Rights
- ✓ Assistance Animals
- ✓ Tenant/Landlord Disputes

SCAN HERE TO REGISTER OR



Register today at

bit.ly/PotsdamServProTen25

Learn more at: www.cnyfairhousing.org

Call: (315) 471-0420 | Email: tmartin@cnyfairhousing.org

