



ALL RESIDENTS OF H.U.D. SUBSIDIZED PROPERTIES

Assisted Housing Services Corporation (AHSC) is the HUD Contract Administrator and is responsible for responding to resident concerns. AHSC Call Center has a team of Customer Relation Specialist (CRS) that will receive, investigate and document concerns such as, but not limited to the following:

- ◆ Questions or concerns regarding work order follow-up.
- ◆ Questions regarding the calculation of your rent.
- ◆ Address health & safety and HUD Handbook 4350.3 concerns.

Call Center Purpose:

- ◆ Call Center aids in ensuring HUDs mission of providing Decent, Safe and Sanitary Housing.
- ◆ Serve as a neutral third party to residents, owners and the public.
- ◆ Assist with clarifying HUD Occupancy Handbook 4350.3 requirements.

Call Center Contact Information and Business Hours:

- ◆ Hours of Operation: Monday-Friday, 8:30am to 5:30pm
- ◆ Contact Numbers: 800-982-5219 (leave message after hours)
- ◆ Fax: 614-985-1502
- ◆ English TTY: 800-643-3769
- ◆ Spanish TTY: 800-546-7111
- ◆ Written Summaries: 2000 Polaris Parkway, Suite 110, Columbus, Ohio 43240
- ◆ Email: PBCAContactCenter@cgifederal.com
- ◆ Website: <http://www.dc-ahsc.org/>

Concerns can be submitted by the following:

- ◆ Phone
- ◆ Fax
- ◆ Mail
- ◆ Email
- ◆ Voicemail
- ◆ FOIA- Freedom of Information Act request must be submitted directly to HUD+

Required Information to open an inquiry:

- ◆ Property name
- ◆ Caller's name (anonymous calls accepted)
- ◆ Caller's telephone number with area code
- ◆ Caller's address including apartment number
- ◆ A brief, detailed description of the caller's concern(s)

EQUAL HOUSING OPPORTUNITY