

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: 877-506-3552 fax: 614-985-1502 (leave message after hours)
- Written Summaries: 8760 Orion Place, Suite 110, Columbus, Ohio 43240
- Email: PBCAContactCenter@cgifederal.com
- Website: http://www.ahscohio.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