



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
Multifamily West Region
San Francisco Regional Office
One Sansome Street, Suite 1200
San Francisco, CA 94104-4430
www.hud.gov

June 30, 2025

MEMORANDUM FOR: HUD Multifamily Stakeholders

FROM: Matt Naish, Regional Director, Multifamily West Region

SUBJECT: Multifamily Housing Resident & Stakeholder Resources

Signed by:

Matt Naish

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Thank you for contacting Multifamily West Region. This memorandum lists critical federal, state, and local housing resources and points of contact for all Multifamily Housing inquiries. We understand that housing concerns can be challenging, and we are here to guide you to the best resources for support.

Reporting an Issue (Including Complaints)

- Residents should first contact their property site staff or management company and ask if a grievance procedure is available to address their concerns
- Crime: Call 9-1-1 or speak with your local police department
- File a complaint with your state's Project-Based Contract Administrator (PBCA) at <https://www.hud.gov/hud-partners/multifamily-residents>
- Report Discrimination at <https://portalapps.hud.gov/FHEO903/Form903/Form903Start.action?lang=en> or call the Office of Fair Housing and Equal Opportunity hotline at 1-800-669-9777
- Report Waste/Fraud/Abuse at <https://www.hudoig.gov/hotline>
- If your issue hasn't been resolved by the Management Agent or PBCA, you may make a complaint to answers@hud.gov or call the Multifamily Housing Complaint Line at 1-800-MULTI-70 (1-800-685-8470)

Supportive Services

- HUD Tenants Rights and Responsibilities at https://www.hud.gov/sites/documents/doc_12162.pdf
- **Call 211**: Free, confidential assistance from trained specialists who can connect you with eviction assistance, legal aid, housing, food, transportation, and mental health/healthcare.
- Find a lawyer for affordable legal aid at <https://www.usa.gov/legal-aid>
- Domestic Violence Services available at <https://www.domesticshelters.org/>

Find Housing

- HUD Resource Locator <https://resources.hud.gov/>
- Housing Choice Voucher Program (HCV, aka Section 8) <https://www.hud.gov/helping-americans/housing-choice-vouchers-tenants>
- State Resources <https://www.usa.gov/state-local-governments>
- Find a Shelter <https://www.findhelp.org/>
- Housing for Veterans <https://www.va.gov/homeless/hud-vash.asp>

Information for Owners and Agents

- [HUD's Client Information Policy Systems \(HUDCLIPS\)](#)
- [Asset Management Information](#)
- [Multifamily Production](#)
- Contact the FHA Resource Center for questions about FHA loan products at answers@hud.gov or (800) CALL-FHA (1-800-225-5342)

Request Information

- [Freedom of Information Act \(FOIA\)](#)
- [HUD Press Room](#)

Assistance for Persons with Disabilities

- HUD welcomes and is prepared to receive calls from individuals who are deaf or hard of hearing, as well as individuals with speech or communication disabilities.
- To learn more about how to make an accessible telephone call, please visit [Telecommunications Relay Service - TRS](https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs) [<https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>].

Assistance for Persons with Limited English Proficiency

- You can report housing discrimination in any language.
- For persons with limited English proficiency, HUD provides interpreters.
- HUD also provides a [Spanish language version](#) [<https://portalapps.hud.gov/FHEO903/Form903/Form903Start.action?lang=es>] of the online report housing discrimination form.
- You can find descriptions of your fair housing rights in several languages other than English at <https://www.hud.gov/stat/fheo/complaint-filing-nonenglish>.

Additional Questions

- If you have questions that are not answered here, check out the FAQs on the Federal Housing Administration (FHA) Resource Center [<https://answers.hud.gov/FHA/>] or submit a question to Ask FHA [<https://answers.hud.gov/FHA/s/contactus>]